**PROFESSIONAL GOAL**

To obtain a position to a company that will utilize my skills and abilities and achieves professional growth while being resourceful, innovative and flexible while making a significant contribution to the success of the company.

**SUMMARY OF QUALIFICATIONS, SKILLS & COMPETENCIES**

* **Almost 2 years of experience in Administration & Information Technology.**
* Proficiency in computer software applications (MS Office, Word, Excel, Power Point, Outlook, LibreOffice, OpenOffice)
* Knowledgeable in PHP, HTML, JavaScript, HTML5, CSS3, Visual Studio C++.
* Adobe Photoshop and Adobe Flash.
* Database Management (SQL Server 2008)
* Hardware and Software Installation
* Troubleshooting
* Equally effective working independently and in cooperation with others.
* Skilled and thorough in analyzing problem situations and finding creative solutions.
* Reputation for excellence and high quality service to clients
* Adopt easily in any work environment and conditions
* Possess excellent communication and interpersonal skills
* Skilled in handling the public with diplomacy and professionalism
* Ability to adapt easily in the new equipment and technology

**June 2014 – March 2016**

**WORK EXPERIENCE**

**Position: Business Support Analyst**

**Job Description:**

* Help desk system support genuinely dedicated to providing quality client support.
* Answers phone calls, inquiries and manage corporate mails.
* Administers users account
* Supervises product training, resolve customers issues, streamline business operations and provide first level technical support ensuring that user needs are met that improves user satisfaction, managing dynamic team of support and technical staff to meet the internal and user expectations.
* Supervises and monitors computer equipment inventory. Prepares purchase order, quotations and invoices received and sent from and to the clients.
* Using SQL scripting or other tools to manage SQL databases and creating reports
* Assists Cashier/Billing/Receptionist associates
* Act as a Document Controller who maintains and manages all important documents and assures that it is easily accessible and stored
* Testing applications prior to deployment, training and supporting of both field staff and management staff in the use and functionalities of applications
* Participate in user acceptance testing to ensure the delivered product meets the required functionality and performance requirement
* Create and maintain application documentation and user manuals with required standards, methods and procedures that are readily available to users and other team members

**June 2013 - September 2013**

**Corporation: Swiss Corporation (SFIC)**

**Position: Administrative and Technical Support**

**Job Description:**

* Provide general administrative support to the immediate superior and staff team.
* Creates/distributes agendas and records, transcribes and distributes minutes for a wide range of high level meetings.
* Supervises and monitors computer equipment inventory. Prepares purchase order, quotations and invoices received and send from and to the clients.

**EDUCATIONAL BACKGROUND**

**Tertiary**

De La Salle University - Lipa

Philippines 4217

**Bachelor of Science in Information Technology**

2010 – 2014

**PERSONAL INFORMATION**

**WORK EXPERIENCE**

Nationality: Filipino

Date of Birth: 14 April 1994

Age: 21 years old

Sex: Female

Status: Single

**First Name of Application CV No:** **1655424**

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