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**ETHELYN**

**ETHELYN.336494@2freemail.com**

**COMPETENCIES:**

SALES:

* Managing and growing a territory of independent retailers.
* Ability to build relationships effectively with customers across all levels.
* Following up new leads with customers and quickly pointing out the benefits of a product of service.
* Able to work in a door to door and face to face sales capacity.

PROFESSIONAL:

* Impeccable customer service skills.
* Always delivering the best possible solutions for customers.
* Being a role model for brands through being immaculately presented & professional.
* An eye for commercial and sales opportunities.

PERSONAL:

* An unbeatable work ethic and determined attitude towards hitting sales targets.
* Excellent communication skills and highly personable.
* Ability to influence key decision makers.
* An ambitious and positive team player.

COMPUTER SKILLS:

* Proficient in MS-Office (Outlook, Word, Excel and PowerPoint).
* IT Helpdesk Associate / Customer Service & Relation, Administrative Work
* Pc Hardware Troubleshooting for both Desktop and Laptop
* Word Processing and Typing Office Equipment Operation
* Network Sharing using Windows 98 ; Windows XP, Vista, Windows 7 , Windows 8
* Computer Operation using Corel 7.0 and Adobe Photoshop CS ,
* Virus and Malware Removal, Computer tune-up and cleaning

**WORK EXPERIENCE:**

**BOSCH SERVICE SOLUTIONS**

*Occupation*  : IT Helpdesk Associate

*Duration*  : From August 14 2015 - Dec 15 , 2016

*Job Description* : IT Helpdesk Associate

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| * Act as a single point of contact for Information Enterprise Services teams that currently use multiple support hotlines as their mode of contact.
* Operating in a 24 by 7 service window serving as a touch point for issues which demands escalation.
* Act as an engagement point for Incident Management team to contact CI-Hotline teams where applicable.
* Take support phone calls from internal users/Application team trying to contact support in Asia Pacific, Germany, Mexico and North American counterparts.
* Analyze the support required and determine if it is a Local CI / FSR , SAP issues , Desktop , Laptop Hardware and or Software Issues call by applying basic troubleshooting principles.
* Manage and follow-up client requests with the relevant support teams.
* Provide status updates and other information on existing incidents, requests and change tickets (through Bosch Global Portal).
* Generate Metrics and Reporting for CI-hotline support teams on ticket status.
* Queue Management – Assigning tickets to appropriate Support level.
* Provides Level 1 support for Windows Server team (Wintel)
* Uses tools such as Citrix , Oracle for Resetting of NT Passwords, uses Active Directory for Employee Profile updates , creation of Employee Mailbox, Deletion of User Employee Information, Uses Proprietary Service Management Tool suite to log tickets, SharePoint to monitor and track ticket progress and Status
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**DELL PHILIPPINES**

*Occupation*  : Technical Support Representative

*Duration*  : From February 2007 - October 30, 2014

*Job Description* : ***Customer Service – Technical Support -***

***Pre and Post Sales Support***

* Provides technical support via phone or other communication media and resolve customer problems in a professional and prompt manner
* Provides support for wired and wireless networking issues including router configuration.
* Investigate and resolve LAN/WLAN connectivity problems
* Provides support for customers by resolving escalated issues and troubleshooting.
* Process sales for premium software warranty.
* Provides advanced software troubleshooting such as virus, spyware and malware removal, as well as resolving third party software issues.
* Knowledge in tools like Process explorer, Auto runs and other software that removes Virus/ Malware infection.
* Provide remote assistance through Citrix, Remote desktop, net meeting.

**SYKES ASIA PHILIPPINES**

*Occupation*  : Customer Service Support Representative

*Duration*  : From December 2003 - January 2007

*Job Description* : ***Customer Service – Technical Support***

* Assisting customer calls regarding general product inquiry, description, sales and invoice and quotation.
* Identify issues/process improvements and area of responsibility to improve customer experience and productivity.
* Troubleshooting Software installation and compatibility issues, assisting customers for pre-sales inquiry regarding Speech Recognition Software (Dragon Naturally Speaking 5.0 - 8.0) and OCR (Omniform 4- 5.0) etc.
* Handled online purchases, replacement of product serial numbers, tracking of lost package orders, returns and refunds.

**SPINBASE INTERNATIONAL CORPORATION**

*Occupation*  : Marketing Assistant Cum Data Encoder

*Duration*  : From October 2002 - March 2003

*Job Description* : Admin Staff Works – Document Controller

* + - * Perform general clerical duties
			* Handle the Business Development Officer’s business correspondence, including emails, quotations and memos.
			* Handles queries, and replying to question in accordance with general instructions or refer calls to appropriate staff member.
			* Discussed products offered and ensures customer satisfaction
			* Manage and maintain the confidential records and files
			* Stores and file Government / NGO ‘s and Private sectors Purchase Orders, Pre Sales Quotations via the Local Storage (Computer hard drive - local storage
			* Provide word processing and secretarial support Invitation and Quotation encoding
			* Correction of Purchase Orders and Pre-sales Orders documentation

**EDUCATIONAL ATTAINMENT:**

**Computer Systems Technician**

InfoTech Institute of Arts and Sciences - Mandaluyong City , Philippines

June 1999 – March 2001 – Graduate

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| References available upon requests. – end of file - |