**Krizzia**

**Krizzia.360909@2freemail.com**



**OBJECTIVE:** *To pursue a challenging career in a progressive company that encourages the use of creativity and mastery of skills in Mathematics and Statistics with opportunities for advancement.*



**CAREER OVERVIEW:** A Bachelors of Science in Mathematics with Computer Studies graduate withmore than 2 years experience as an Administrative Head Executive, 2 years experience also in Customer Service, and 2 years experience as an Assistant Teacher.

**EMPLOYMENT HISTORY:**

**NetOn Technologies LLC** (*March 2015 to present*)

Is a team of Information Technology professionals with a mission to provide excellent solutions and services to the clients and thereby give our clients the competitive edge and focus on their main business.

***Administrative Head***

* Making quotations for customers with special prices and length of validity.
* Receiving queries and explanations, if any, on behalf of the supervisor and coordinate with the concerned personnel in the Department to provide necessary clarifications.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Ensure that the administrative functions of the Department run smoothly and efficiently.
* Perform other tasks related to the administration function as they arise and as delegated by the Management.
* Maintaining solid customer relationships by handling their questions and concerns with speed and professionalism.
* Performing data entry and uses software programs.
* Determining customer requirements and expectations in order to recommend specific products and solutions.
* Recommending alternate products based on cost, availability or specifications.
* Present price, credit and terms in accordance with standard procedures and customers’ profitability profiles.
* Accurately process customer transactions such as orders, invoice, quotes or returns.
* Providing accurate information regarding availability of in-stock items.
* Obtaining accurate information from vendors relating to shipment dates and expected date of delivery.
* Emphasized products features based on analysis of customer needs.
* Wrote sales contracts for orders obtained and submit orders for processing.
* Does all computer and papers works for monthly and annual report.
* Does daily sales report and remittances.
* Basic accounting works.
* Does Monthly Payroll.
* Attends to customer needs and concerns.
* Monitor customer.
* Prepare quotation as requested by clients and answering telephone calls.
* Follow up on the quotation sent to the clients through phone calls.
* Follow up on the artwork for the items to be sent to the customer.
* Dealing with invoices, delivery note, income, receipts and payments.
* Does HR tasks. Hunting, screening applicants over phone or in person.

**SYKES** *(December 2013 to December 2014)*

A company that supports 500 companies by providing them exceptional customer, technical and back office support.

***Admin Staff / Receptionist***

* Answering and forwarding phone calls
* Screening phone calls
* Receiving and directing visitors.
* Performs word processing and filing.
* Performs internet research
* Assists applicants with directions and instructions.
* Meeting and greeting clients
* Booking meetings
* Arranging couriers
* Sorting and distributing post

**TRANSCOM Worldwide**

*(After graduation-July 2012 to December 2013) (While Studying-July 2009 up to July 2010)*

One of Philippines global customer experience specialist, providing customer care, sales, technical support and credit management services through their extensive network of contact centers and work-at-home agents.

***Sales Specialist / Customer Service Representative – Sales and Technical***

* + Place customer’s order in computer’s system.
* Answer phone calls and respond to customer’s requests.
* Troubleshooting Technical concerns specially Televisions, Bluray, Home Theater System
* Research billing/payment issues.
* Alter Systems over the phone or through email.
* Provide customers with excellent and empowered service information.
* Transfer customer calls to appropriate department or staff.
* Identify, research, and resolve customer’s concerns using other tools and resources.
* Follow-up on customer’s inquiries not immediately resolved.
* Complete call logs and reports.
* Recognize document and alert the supervisor of trends in customer calls.
* Recommend process improvements.
* Assisting trainee for new employees.
* Other duties as assigned.

**PASIG CATHOLIC COLLEGE** *(PART-TIME July 2010 TO July 2012)*

***Teaching Assistant***

* Getting the classroom ready for lessons
* Listening to children read, reading to them or telling them stories
* Helping children who need extra support to complete tasks
* Helping teachers to plan learning activities and complete records
* Supporting teachers in managing class behaviour
* Supervising group activities
* Looking after children who are upset or have had accidents
* Clearing away materials and equipment after lessons
* Helping with outings and sports events
* Taking part in training
* Carrying out administrative tasks.

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| **CERTIFICATED ACHIEVED:** (In Dubai, UAE) |  |
|  VMWare Sales Professional (VSP) 2015 | 2016 |
|  VMWare Technical Sales Professional (VSTP) 2015 | 2016 |
| **SEMINARS ATTENDED:** |  |
|  | Personality Development Seminar | 2011 |
|  | Career Path Seminar | 2011 |
|  Leadership Training and Seminar | 2010 |
|  | Life Box Seminar | 2010 |

**EDUCATIONAL ATTAINMENT:**

Tertiary: University of Pasig City

***Bachelor of Science in Mathematics*** *with Computer Studies, 2012*

Secondary: *Pasig Catholic College,2008*

**KEY SKILLS:**

Fast learner

Can work well with a team Advanced MS Office knowledge Hardworking and trustworthy

* Dependable

**References**

Available upon request