### PROFESSIONAL EXPERIENCE

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andrea

 IMPZ, Dubai, UAE  
  
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# Expertise

Information management  
Technical support  
Customer service  
Office administration  
Productivity tools  
Communication skills

## proficiency

## Active Directory

## Aspect

## Avaya

## Cisco

## Dropbox

## Excel

## Google applications

## IEX

## ITIL

## Knowledge-based systems

## Knowledge management

## Lync

## Microsoft Windows platforms

## OneNote

## Outlook

## PowerPoint

## Publisher

## Remote desktop

## Skype

## SQL

## Word

VMWare

#### Call Design Pty Ltd

##### March 2011 – May 2016

Application Engineer  
*Resolves software and hardware issues; monitors system performance and maintenance activities.*

#### Optwize Philippines

##### June 2010 – February 2011

Service Desk Representative  
*Dedicated point of contact for a customer engagement with support on a proactive, long-term basis.*

##### **Convergys Philippines Services Corporation** May 2006 – June 2010

Team Lead OIC  
*Supervises and motivates a group of agents to ensure delivery of excellent customer service.*  
  
Member Care Specialist (MCS) / Subject Matter Expert (SME)  
*Providing positive, consistent, fair and committed leadership to a team of Agents as second-in-command to the Team Lead.*  
  
Technical Customer Care Representative 2 for E-mail & Voice (TCCR 2)  
*Provides product and service information; resolves product and service issues.*  
  
**Family-owned business**APRIL 2001 – MARCH 2016  
Secretary  
*Acted as personal secretary to CEO.*

### Education

#### University of the Philippines, Diliman

Bachelor of Library and Information Science  
*(completed December 2016)*

### SKILLS & ABILITIES

* Communicates effectively, both orally and in writing; in clear, concise language appropriate for the purpose and parties addressed.
* Goal oriented and able to interact and work well with people of all backgrounds.
* Reliable: values punctuality and presence at work.
* Keen to detail and procedure, but is also able to think out-of-the-box.
* Efficient in general office duties and all related administration tasks.

**ANDREA**

### PROFESSIONAL EXPERIENCE

#### Call Design Pty Ltd

March 2011 – May 2016  
Application Engineer

* *Responsible for providing multi-level support and professional advice to the customers of Call Design by resolving incidents, closing out problems, or fulfilling service requests as per the approved ITIL-based guidelines and processes.*
* *This includes, but is not limited to, responding to requests for technical assistance through email and phone all the while adhering to standard help desk procedures.*
* *Call Design takes pride in always taking the extra mile for its customers, empowering and engaging them through trainings and consultations, while giving 24x7 support with their everyday workforce processes.*
* *This position requires a high-level of Customer Service focus, compliance to processes, accuracy and timeliness in completing tasks, and skills in general administration and knowledge management.*

#### Optwize Philippines

June 2010 – February 2011  
Service Desk Representative

* *Dedicated point of contact for a customer engagement with support on a proactive, long-term basis.*

##### **Convergys Philippines Services Corporation**

May 2006 – June 2010  
Team Lead OIC

* *Extending technical and non-technical support, coaching, developing, and supervising a group of employees in a Service Center/Operations environment are the main responsibilities of this post.*
* *Assisting team members toward goal achievement using negotiation, teamwork/collaboration, motivation and staff development skills including the ability to act as a role model within the organization.*
* *Also, includes analyzing and helping in the improvement of work processes and policies.*

Member Care Specialist (MCS) / Subject Matter Expert (SME)

* *This position entails providing positive, consistent, fair and committed leadership to a team of Agents as second-in-command to the Team Lead.*
* *An essential task is the evaluation and mentoring of agents towards the improvement of their call quality and performance metrics. To support this task, participation in calibration sessions with Operations and Quality Team to evaluate calls based on set guidelines are done regularly.*
* *Being the point of escalation on the production floor, facilitating refresher trainings as needed, and identifying opportunity areas for designing new processes and its implementation to increase productivity in the program are also part of the duties of this post.*

Technical Customer Care Representative 2 for E-mail & Voice (TCCR 2)

* *Provided technical and customer care assistance to customers of a leading US Internet Service Provider thru e-mail and voice contact.*
* *Assisted customers with issues concerning their various IP-Enabled Services (IP television, high-speed internet and voice over IP communication).*
* *Quality Assurance team monitor and Average Handling Time team captain due to above average performance scores on said metrics.*
* *Pioneering team member of a premier account*
* *Skilled in upselling and handling billing and sales concerns of customers.*
* *Tasked to mentor new team members.*
* *One of the top 5 CSAT (Customer Satisfaction) agents of 2007.*

**Family-owned business**APRIL 2001 – MARCH 2016  
Secretary

* *Acted as personal secretary to CEO.*

### Education

#### University of the Philippines, Diliman

Bachelor of Library and Information Science  
*(completed December 2016)*

#### Quezon city science high school

High School Diploma – Technology Based Curriculum

### SKILLS & ABILITIES

* Communicates effectively, both orally and in writing; in clear, concise language appropriate for the purpose and parties addressed.
* Goal oriented and able to interact and work well with people of all backgrounds.
* Personable, articulate, professional, and able to work well under time pressure and with minimal supervision.
* Reliable: values punctuality and presence at work.
* Comfortable with documentation and step-by-step processes.
* Keen to detail and procedure, but is also able to think out-of-the-box.
* Proficient with Microsoft Office Applications and other Windows based programs including Lotus Notes, Microsoft Word, and Excel
* Strong administration and organizational skills and efficient in general office duties and all related administration tasks
* Extensive knowledge of the call center industry with experience in technical upselling
* Trained in troubleshooting DSL-related issues on different computer operating systems
* Knowledge and experience in network analysis and Information Systems, including the use of materials, tools, equipment and techniques standard to the profession for installation and problem diagnosis
* Has working knowledge on Windows servers, networking, hardware, and software, current communications devices and protocols, server and desktop technologies
* Skilled in coaching and mentoring
* Background knowledge in ITIL standards