**ANNMARIEHIL**

**ANNMARIEHIL.367183@2freemail.com**

## **OBJECTIVE**

To be a part of an organization who can give me a chance for the enhancement of my career in the field of my expertise and contribute my knowledge and training experience for the beneficial of the company and as an individual.

## PERSONAL INFORMATION

Age: 21

Date of Birth: August 28, 1995

Place of Birth: Marikina City

Civil Status: Single

Religion: Roman Catholic

Gender: Female

Height: 5’5”

Weight: 50kg

## **EDUCATIONAL ATTAINMENT**

**TERTIARY La Salle University – Ozamiz City** (2011-2015)

 Bachelor of Science in Information Technology

**SKILLS**

**Computer Skills**

* Specialized on MS Office particularly Word, Excel and Powerpoint
* Knowledge in course-related applications particularly C++, Visual Basic, JavaScipt/jQuery, PHP, HTML, Adobe Photoshop, Illustrator, In-Design

**Communication Skills**

* Speaks fluently in English and Tagalog
* Adept in written composition

**Additional Professional Skills**

* Ability to develop optimal strategic plans and follow through to success
* Assertive, and has an ability to multi-task and work under pressure
* Ability to work at night, overtime, and inn field with team members’ support and individually
* Work hard – win-win professional attitude to work
* Exceptional leadership skill developed through experience in organizations in school and community
* Eager to listen and learn
* Ability to adapt easily on work environment

**ACTIVITIES**

* Attended and participated in the 3rd-4th and 6th Information and Communication Technologies Youth Convention at La Salle University. And became an event organizer in its 5th (2011-2015)
* Develop leadership skills by joining the College organization ASSOCIATION OF COMPUTER ENTHUSIAST/ACE (2013-2014) as a treasurer and a 4th Year Representative by (2014-2015)
* Joined the club organization STUDENT ORGANIZATION UTILIZING THE REALM OF COMPUTER ECLETICISM/SOURCE (2011-2015)
* Maya Workshop (2014)
* WordPress Workshop (2015)
* Attended the FINISHING COURSE FOR CALL CENTER AGENTS NC II at National Institute for Technical Excellence Inc. – Oroquieta City

**WORK EXPERIENCE**

**La Salle University – CITS**

 CITS Office Network Intern - July to October 2014

 Duty: Junior Web Developer

**Teleperformance**

 September to November 2015

 Duty: Customer Service Representative

* Resolve customer complaints via phone, email, or social media. Use telephones to reach out to customers and verify account information. Greet customers warmly and ascertain problem or reason for calling. Assist with placement of orders, refunds, or exchanges.

**Globe Telecom**

 January to March 2016

 Duty: Shop Specialist

* Managing and motivating staff
* Making sure that your store meets sales targets and individual targets
* Running promotions for offered plans
* Forecasting future sales
* Maintains customer rapport by listening to and resolving concerns; answering questions
* Continually look for ways to increase sales and improve efficiency and customer service, as well as monitoring competitors and training staff.

 April to March 2017

 Duty: Admin Officer / Quality Operation Specialist

* Monitors and ensures fulfillment of pending/open cases in the system
* IMEI (Phones Serial Number) Reconciliation resolution
* Creates contact and customer profile for sales application
* Creates and saves the order in the system with the following attributes:
	+ Main Plan
	+ Combos
	+ Boosters
	+ Number Allocation
* Creates and dispatches the verification case to Order Management with attached scanned documents
* Performs end to end encoding of orders in the system for store’s approved applications only
* Update Sales Monitoring template
* Post Review Applications prior transmittal
* Monitors the system and compliance
* Reviews and transmits all applications, responds to compliance report and updates other report
* Ensures that all applications are encoded and/or endorsed to Operation Manager
* Monitors sales activations made within the day
* Wireless activations monthly report
* Monitor the system and compliance
* Helps out in the fulfillment of pending/open cases for monitoring
* Fulfills aftersales transactions.