

MARIA

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**PROFESSIONAL EXPERIENCE**

**Customer Support Representatives**

Hewlett Packard Enterprise / DXC Technology Mckinley Hill , Philippines

March 13, 2017 to December 22, 2017

**Job Description:**

* Interact with customers via inbound telephone calls to provide information and assistance.
* Achieve productivity standards and goals while maintaining the highest level of customer service
* Process transactions and reply to inquiries about products and services
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* Process transactions and reply to inquiries about products and services
* customer interactions, details of inquiries, complaints or comments as well as actions taken.
* Use computer system to track, gather information, and/or troubleshoot customer issues.
* Refer unresolved customer issues to designated department for solution.

**Sales Assistant**

Liwa Trading Enterprise L.L.C - Disney Fashion/ Collezione / M& Co./ Lovisa Abu Dhabi , UAE

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| November 14,2014 to November 14,2016  **Job** **Description:**   * Responsible for liaising with customers in order to maintain a high level of customer service * Help customers choose between the company’s array of goods and services. * Providing customers with information on pricing and product availability. * Process payments * Ensuring stock levels are well maintained. * Calculate total payments received during a time period, and reconcile this with total sales. * Process merchandise returns and exchange.   **Data Encoder – OJT**  MITD, Budget Office Baguio City , Philippines  April 2013-May 2013  **Job Description:**   * Create the Pivot Table and Pivot charts of Financial Statements using Microsoft excel. * Database Design (General Services Office (GSO) Forms) * Create Data Dictionary (GSO Forms) * Gathered Data for the Employees   **Data Encoder – OJT**  Nueva Ecija Electric Cooperative Nueva Ecija Philippines  April 2012-May 2012 | |
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**Job Description:**

* Assist NEECO Consumers to update their information records.
* Find NEECO Consumers Account Numbers and Account Names.
* List NEECO Consumers complaints.
* Print Reconnection Notice.

**SKILLS:**

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| * Computer Literate * Proficient in Microsoft Office |
| * Word * Excel * PowerPoint |
| * Knowledge in Database, Websites, Structured Query Language, PHP, Photoshop, HTML,Visual Basic. |
| * Keen to details |

**EDUCATION:**

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| Nueva Ecija University of Science and Technology  **Bachelor of Science in Information Technology (BSIT)**  *Major in Programming* |

**SEMINARS:**

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| * Virtualization of Data Centers (*Subic Bay, Olongapo City)* * Mindsets of Successful IT Professionals (*Sumacab Este, Cabanatuan City)* * Pre-Employment Orientation Seminar (*General Tinio, Cabanatuan City)*  |  | | --- | |  | |
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**References available upon request.**