

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 , PhilippinesApril 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 PhilippinesApril 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
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| * Word
* Excel
* PowerPoint
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| * Knowledge in Database, Websites, Structured Query Language, PHP, Photoshop, HTML,Visual Basic.
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| * Keen to details
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**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.**