



# KRISTEL MAECA M. ROSALES

## CONTACT

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A5, 906, Garden City, Ajman

## EDUCATION

### De La Salle Lipa

Bachelor of Science in Information Technology

Saint Joseph Institute  
Rosario, Batangas

## Computer Skills

- MS(Word, Excel, PowerPoint)
- Database (MS SQL, MySQL, MS ACCESS)
- Web Development (HTML, CSS, JavaScript)
- Programming (C++, C#, ASP.Net, Php)
- Photo Editing (Adobe Photoshop)
- Video Editing (Adobe Premier)
- Animation (Adobe Flash)
- Troubleshooting, Cabling, Printers, Networking

## Professional Skills

- Comfortable working in fast-paced environments
- Adaptability & Flexibility
- Great active listening Skills
- Exceptional interpersonal and rapport building skills

## CAREER OBJECTIVE:

To secure a position where I can use my qualities and ability to take on new challenges where I will be able to hone my ability. To gain and set a new experience with working with the company/team that would help me improve my knowledge and skills.

## EXPERIENCE:

### Customer Service Representative: TELETECH 2018-2021

- Entertain calls from one of the leading Telecommunication in Australia
- Assist customers in their Postpaid and Prepaid mobile phones.
- Guide customers in processing troubleshooting steps to customers having trouble with their mobiles and broadband services.
- Communicating to team members, continuously helping to optimize standard operating procedures for responses to different concerns.
- Delivered high-quality service to customers by following optimal procedures and implementing creative solutions.
- Maintains a working knowledge of the company's products to assist with specific customer inquiries.

### Customer Service Advisor: INSPIRO 2016-2018

- Attend calls Internationally to provide accurate and satisfactory answers to customer's queries and concerns,
- Walkthrough card holders on using Online Account and Mobile Application.
- Filing a dispute claim for the unauthorized transactions and provides the updates of their dispute claim.
- Walkthrough cardholder on linking their PayPal account to their PayPal account online.
- Walkthrough cardholder on making a transfer from PayPal account online to their PayPal Prepaid acct.
- Email Team Lead or higher-up to make an override on the account.

## INTERNSHIP

### IT Support

eBusiness Services, Inc.

The First Asia Paci8c Network Agent of Western Union  
A & B East Tower, Philippine Stock Exchange

- Entertain calls from eBiz Branches.
- Assist the Front-Line Associates on IT Equipment/s.
- Tracking Down the Internet Connection, Printer Downtime and Western Union Point of Sales then Making a Daily Report for the Downtime of Internet, Printer and when the issue was resolved.
- Remotes WU branches for OLD CPU Clean-Up, DNS Rollout, Java Update and for troubleshooting.
- Encodes the Serial Number and End Warranty of new delivered Epson Printers and Lenovo CPU.
- Creates KBOX ticket for every concerns of the Western Union branches.