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|  |  | Racheal Hojjati  Professional Highlights |
| Profile Knowledgeable with many years of diverse customer service, technical, and client facing experience as a professional. Dedicated to quality with integrity and kindness in a constructive, ethical atmosphere. Accomplished in providing computer, software, and client support.  Skilled in resolving client and technical issues. Adaptable and efficient with application of newly acquired knowledge. Excited to contribute my experience and learn and grow in the position to become a great part of the team! Contact PHONE:  818.231.6702  LINKEDIN:  [www.linkedin.com/in/racheal-hojjati-0a74b740](http://www.linkedin.com/in/racheal-hojjati-0a74b740)  EMAIL:  rhojjati@netscape.net Hobbies Reading  Learning |  | EDUCATION[CSU-Global} [2020] – [Current]  [Bachelors, Information Technology, In progress including certifications] [Los Angles Pierce College [2005] – [2011]  [Associates, General 2 Year College Graduate Certificate] WORK EXPERIENCE **[Seeking Employment, attending college, enrichment]** [8/2017] – [Current]  Attending college, work enrichment courses online, lectures, meetings, and taking  practice tests and simulations to stay current and improve my experience and skills. [PAR North America] [Account Coordinator] [8/2016] – [8/2017] Account review/audits, call center, customer service, detailed problem solving, Assisted customers with account details, assessments, review [Aerotek, various temp agencies] [CSR, Tech, Admin] [6/2013] – [8/2016] Call Center/Technical, various proprietary systems, account review, special projects, analytics, ap/ar books, front office operations, Sales,Account Management    **[Intuit] [Service and Technical Support]** [2/2011] – [6/2013]  Inbound Call Center, Salesforce, Cloud, SAP, Oracle, Technical troubleshooting, QuickBooks, POS, and various billing software with detailed troubleshooting, billing solutions, and technical assistance, Dial-In Assistance **SKILLS** Remote work, PC and MAC proficient, Microsoft Office: Outlook, Word, Excel  PowerPoint, Microsoft based programs, many company specific proprietary software systems : Oracle based programs, Quickbase, Citrix, DOS based, Salesforce, SAP, SAAS, AS400, Quickbooks,various ticketing systems, ZenDesk,  WebX, Live Chat, E-Commerce, various remote support systems, call center, various CRM systems, multi-line phones on various systems including cloud  based, domestic and international support , PowerShell, Active Directory,  Networking, hardware and software install/setup, technical troubleshooting, remote meetings with various software, remote training, 10-key by touch,  75+ wpm |