**Nelly** **Herrera**

Help Desk Support Specialist

Enthusiastic, reliable, resourceful bilingual help desk support specialist with strong organizational, leadership, and communication skills.

A detail-oriented woman experienced promoting conflict resolutions and structuring timetables efficiently.

Friendly and respectful team player with the ability to work independently with no or little supervision.

**Experience**

**Personal Info**

**Address**

Hidalgo MX 42119

**Phone**

+52 (55) 27729918

**E-mail**

nechersan@yahoo.com

**2018-02 - present**

**Help Desk Support Specialist** *Treshna Enterprises* Responsibilities:

**Date of birth**

1986-01-10

**LinkedIn**

• Provide end-to-end complex technical and operational support for issues

logged in the ticketing system to GymMaster Software customers worldwide.

• Resolving all issues via email, phone, and remote screen sharing.

• Carrying out scheduled training with clients.

• Document discovered issues and bugs in order to improve and develop products that have a global reach.

• Guidelines and procedures documents drafting and organization.

https://www.linkedin.com/in/nelly- herrera/

**Skills**

Well organized & Detail-oriented

advanced

**2017-04 -**

**2018-01**

**Executive Administrative Assistant**

*Unity Network*

Responsibilities:

Analytical Thinking and Research

Conflict Management

• Admin Support and Recruitment.

• Management, logistics and team organization.

• Operational, accounting, and financial support -Develop proposals for alternative economic systems based on natural ecology and sustainability

• Create, organize and update scalable systems, processes, position descriptions, and documentation.

• Assist CEO with tasks organizing in order to ease the workload.

Empathy

Active Listening

Customer Service

**2015-09 -**

**2017-01**

**Sales and Marketing Associate**

*Certis Financial*

Responsibilities included:

Communication (Written & Verbal)

• Coordinating the Marketing and Sales Department.

• Managing several marketing projects effectively at the same time.

• Resolving client’s inquiries through the phone, SMS or email.

• Logging clients inquiries and contact details into the CRM for further follow up.

• Explaining the terms of sale to clients.

• Spanish translation for all documents and notices.

• Training property managers in order to improve our operation and standardize policies and procedures.

• Creating and posting ads to different websites.

• Updating and overall maintenance of the website and social media.

• Revising constantly company's online content determinate changes and adjustments required.

Teamwork

Planning & Strategic Thinking Patience

Leadership

Management

**Education**

**Languages**

Spanish

**2009-02 -**

**2013-06**

**Universidad del Valle de México**

B.S. in Communication and Media Studies

Native

**Certificates**

**2013-10** Cambridge ESOL Level C1 Certificate in ESOL International

English

Bilingual Proficiency