



STEFANO PRUNA

PROFILE

I am a driven, highly motivated, multi-lingual administrative professional with over 3 years of experience providing customer service and support.

SKILLS

- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently
- Able to learn and adapt to change quickly
- High level organisation and prioritisation skills

CONTACT

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<https://github.com/StefanoPruna>

WORK EXPERIENCE

DIRECTLY - MICROSOFT/WINDOWS EXPERT JULY 2020 - PRESENT

- Assisting Microsoft and Windows customers with technical issues via web chat
- Troubleshooting issues with Microsoft programs, windows, hardware and 3rd party applications

KABOODLE KITCHENS OCTOBER 2019 - JULY 2020

- Inbound calls from customers regarding warranty claims
- Phone support for VR system
- Live chat enquiries from customers
- Responding to email enquires from customers
- Objection handling of complaints from customers
- Only contact for Australia and NZ for tech support of Kaboodle 3D kitchen website

EDUCATION

Diploma of Information Technology -
Currently studying online
Cert IV in Training as Assessing
Education