**Marlene German Reyes**

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H: 829-254-2987

A: Manzana T Urb. Hamarap, Villa Faro, Sto. Dgo Este.

**Work Experience**

**Sales Assistance**

**Invention Cell Wholesale**

**September 2019 - January 2020**

* Answer and make calls to offer and/or place order for existing and new customer.
* In charge of Whatsapp Business profile of the cellphone assigned, post offers, pictures and send messages to the broadcast list.
* Prepare quotes and purchase order
* Follow up on the shipping label and track packages
* Update the price list and share with the customer via email, Google Sheets and Whatsapp
* Assist to the manager of the company in any task assigned.

**Owner**

**Dulcissima By Marlene**

* **Own Business Home Based – September 2018 - Current**

**Production Supervisor**

**Conduent Solutions Dominican Republic (Former Xerox Business Services)**

* **Financial Services Division - July 2014 – September 2018**
* Responsible for directing and managing the team in charge.
* Develop and implements performance and service standards.
* Develops departmental budget and controls costs.
* Workflow assignment taking in consideration the SLA for each process.
* Generate daily reports with the operational results.
* Client Relationship: Provide support the client´s requirements, questions, access requests, etc. Report and follow up the system issues that could affect the operations.
* Schedule and host meeting calls with the client.
* Admin duties:
  + Follow up the Attendance, Overtime, Vacations and Payroll through the company system and manual reports.

**Technical Support Agent**

**Alorica Dominican Republic**

* **Samsung Project - February 2012- June 2014**
* Provide functional and technical support, troubleshooting to Samsung Clients.
* Creation and follow up to the customer´s claim tickets and technical appointments.

**Academic Information**

**Licenciatura en Psicología Industrial**

Universidad O&M (6to Cuatrimestre) **2006-2008**

**Licenciatura en Contabilidad**

Universidad O&M (4to cuatrimestre) **May 2015 – Current**

**Infotep**

* Excel Basico y Avanzado
* Liderazgo
* Coaching Efectivo
* Comunicacion Efectiva
* Control Estadistico de Procesos para Call Center
* Secretariado Moderno
* Manejo del Codigo Laboral Dominicano

**Conduent Connect**

* Scheduling and Roster Management in ILTs
* A Manager's Guide to Discipline and Documentation
* Analysis to Action – QwikSolver

**Skills and Competencies**

* Proficient with MS Office, with medium Excel with advanced knowledge (Pivot Tables, Charts, Macro Basic, etc).
* Self-oriented & motivated, proactive and team player. Always willing to cooperate with my colleagues and the company goals.
* Ability to learn easily functionality of the software and tools used on the daily basis work.
* Seeking for new ideas that could help to improve the processes and the relationship with the customers and employees.
* Ability to plan, manage and control day to day operations of a team

**Personal References**

Johanna Reyes 829-981-7925

Isaura Gonzalez 829-756-1487

**Work References**

Matilde Gabriel 829-629-5413

Angela Kainz 829-629-5445