Madeline Maria Hernandez Ortiz

32 years old

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**EDUCATION**

**2016-2019**  Phycology

Universidad de la Tercera Edad, Dominican Republic

**2009**  Bachelor’s in Science Degree: Business Administration with a

PA, USA Concentration in Fashion Merchandising

Lehigh Valley College, Center Valley PA

**LANGUEGES**

**Spanish:** Fluent

**English:** Fluent

**WORK EXPERIENCE**

**2012 - 2019**

**Universidad Iberoamericana UNIBE**, Dominican Republic

International Admisiones Manager

* Coordinate and make trips abroad to recruit students
* Follow up on interested parties
* Receive admission documentation
* Coordinate and conduct admission interviews in English
* Coordinate and conduct guidance in english for foreign students

**2012 - 2012**

**Data Vimenca**, Dominican Republic

Call Center Technical Support Specialist

* Answer user inquiries regarding computer software or hardware operation to resolve problems.
* Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
* Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
* Refer unresolved customer grievances to designated departments for further investigation.

**2000-2010**

**Victoria Secret**,

Category Supervisor, Phillipsburg NJ

* Recruit and select personnel
* Coordinate and perform group interviews
* Create store schedule
* Handle conflict between staff members
* Open and close the store
* Resolve customer conflict