Carmelyn Nime Gerali

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Highly motivated and dedicated student with hands-on experience in technical support, specializing in financial software. Successfully promoted to Subject Matter Expert (SME Operations) due to demonstrated expertise, leadership skills, and ability to drive customer satisfaction. Seeking opportunities to leverage technical and analytical skills in a dynamic and challenging environment.

PROFESSIONAL EXPERIENCE

CONCENTRIX   **IT Park, Cebu**
Advisor I, Technical Support   *August 2021–December 2022*

- Provided first-level technical support to customers, assisting with troubleshooting, and resolving issues related to software, hardware, and network connectivity.
- Diagnosing and resolving problems reported by customers, offering clear and comprehensive solutions through various communication channels such as phone, email, or chat.
- Logged and managed support tickets in the company's CRM system, ensuring accurate and timely updates.
- Gathered customer feedback to identify recurring issues and suggest improvements to products and support processes.

Subject Matter Expert, Operations   *December 2022–Present*

- Analyzed and addressed complex software bugs, data discrepancies, and backend integration issues, working closely with development teams to implement solutions.
- Provided in-depth support for complex technical issues, focusing on backend operations of financial software, and resolved escalated cases from Tier 1 agents.
- Served as the go-to expert for specific modules and functionalities within the financial software, offering guidance and detailed knowledge to both customers and internal teams.
- Worked closely with cross-functional teams, including development, and product management, to relay customer feedback and drive product enhancements.

EDUCATION

CEBU INSTITUTE TECHNOLOGY – UNIVERSITY   **N. Bacalso Ave., Cebu**
Bachelor of Science in Information Technology   *2021 - Present*

ADDITIONAL SKILLS

- Good communication skills and time management. Average in JavaScript, Python, C, and PHP programming languages.
- Proficient in Salesforce, QuickBooks, and Excel, consistently ensuring accurate and timely financial reporting.
- In-depth understanding of financial software operations, including accounting principles, tax calculations, payroll management and financial reporting.
- Strong ability to resolve complex backend issues, such as data discrepancies, software bugs, and system integration problems.