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**CHARLOTE RAMONES**

Technical Service Representative II

Passionately works towards a great cause

coldplay\_hale@yahoo.com

09568058694

Tarlac, Philippines 2300

linkedin.com/in/coldplay\_hale@yahoo.com

**SKILLS & COMPETENCES**

Troubleshooting skills:

Microsoft PowerPoint

Microsoft Word

Microsoft Excel

Freestyle poetry and guitar playing

**WORK EXPERIENCE**

**CONVERGYS INC. (Shaw Boulevard)**

INTUIT Point Of Sale

*11/2014 – 05/2016*

*Mandaluyong City, Philippines*

*Tasks/Achievements*

Troubleshoot Point of Sale software (e.g. Sales and upload of back up data in case system crash) and hardware (e.g. cash register mulfunction; card swiper; barcode scanners etc.) issues to ensure continuous quality business processes

Create a back up data to ensure that clients do not loose any important data in case system crash or technical issues arise

Connect data on all of business locations across the United States to ensure that the headquarters keep track of the best seller or the worst seller in each of the store location in turn replenishing the stocks with the most profitable product

*Contact:*

*Alvira C. Galido*

*–*

*6327923279*

**Technical Service Representative II DIRECTV**

COVERGYS INC. (MDC)

*05/2013 – 11/2013*

*Eastwood, Libis Philippines*

*Achievements/Tasks*

Ensure quality of satellite television is delivered throughout clients all over the United States and troubleshoot any signal issues

Answer billing concerns and be a customer's advocate without compromising the company's protocol

Top 1 Performance Ensuring First Call Resolution

*Contact:*

*Jonathan V. Soria*

*Team Lead*

**SUTHERLAND GLOBAL SERVICES**

McAfee; Play.Com; H&R Bloc Bank

*12/2008 – 12/2012*

*Tarlac City, Philippines*

*Achievements/Tasks*

McAfee \*Basic troubleshooting for intermittent internet connection; firewall activation to protect computer against intruders which can crash the system down or can use personal information illegally

Play.Com \* Ensure quality is delivered on every customer's order. Keeping client's trust and satisfaction by making sure demands are met and meeting them halfway towards better resolution

H&R Bloc Bank\*Answer client's inquiries regarding their account. Ensure they avoid fraudulent activities mostly during recession in the United States

*Contact:*

*Mr.John Paul S. Talavera*

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*632-459-2900*

**LANGUAGES**

English

Pilipino

**EDUCATION**

**Bachelor of Science in Nursing**

Central Luzon Doctors' Hospital - Educational Institution

*06/2001 – 05/2007*

*Tarlac City Philippines*