

# DESIREE TIEN

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## OBJECTIVE

Dedicated professional with relevant experience seeking employment.

## PROFILE

- Dedicated team-player skilled in managing multiple tasks; adept at prioritizing responsibilities and meeting time sensitive deadlines
- Enthusiastic self-starter with exceptional problem-solving and decision-making abilities
- Highly organized with strong customer service and administrative experience
- Adaptable professional, skilled in thriving with demanding and changing environments
- Strong oral and written communication skills; known for presenting information in a clear manner

## EXPERIENCE

### Marketplace Operations Representative

March 1, 2017 to October 2017

HomeAway, Austin, TX

- In depth review of listings, inquiries, and additional supplied evidence to look for violations of company terms and conditions
- Educating and explaining policies and changes to partners to better their business practices, and ensure safer experiences for travelers
- Collaborating with various teams regarding listing status and marketplace impact
- Managing multiple projects, creating and developing new policies for a new and growing team

### Customer Support Representative

March 1, 2015 to February 2017

HomeAway, Austin, TX

- Assisting Partners and Travelers with complex problems by doing in depth research of the issue to provide a resolution
- Providing advice and trouble shooting any complications callers may be having with navigating the HomeAway family of websites
- Working with Travelers who have had their reservation cancelled, or are stranded into finding a new rental through extensive research into properties that fit size, amenities, and pricing requirements
- Working with unhappy customers to find a solution that works for all parties using extensive knowledge of the website, its updates, and the company's Terms & Conditions

### Travel Agent

August 1, 2014 to February 2015

AAA Texas, Austin, TX

- Working with a variety of travel operators and systems such as MRM Portal and Apollo, to help members make educated decisions, and put together vacations of a lifetime

### Internship –Various Roles

March 2013-May 2014

PetRelocation.com, Austin, TX

- Working with a worldwide base of agents and airlines; negotiating prices, organizing, and overseeing moves as well as collaborating with vets and agents to obtain travel documentation
- Organizing various informational packets for onboarding clients and agents to the processes
- Using CRMs: Landslide and Salesforce to build accounts, opportunities, and profiles
- Creating training documents to be used throughout the company

## EDUCATION

**Bachelor of Arts in Psychology** - St. Edward's University, Austin, TX

May 2014

**Full Stack Developer Certification** - University of Texas, Austin, TX

February 2018