**DESIREE TIEN**

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**OBJECTIVE**

**Dedicated Professional seeking employment with a docus on Leadership, Analysis, and Customer Care.**

**SUMMARY OF QUALIFICATION**

* 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
* Consult with customers or other departments on project status, proposals, or technical issues, such as software system design software testing or validation procedures
* Analyze information to determine, recommend, and plan installation of a new system or modification of an existing system

**EXPERIENCE**

**Marketplace Operations Representative** March 2017 to October 2017

*HomeAway****,*** *Austin, TX*

* Lead team initiative requests for adjustments to Terms and Conditions and procedure, regarding Online Booking and Multiple Property restrictions
* 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 internal and external projects, creating and developing new policies for a new and growing team

**Customer Support Representative** March 2015 to February 2018

**HomeAway,** Austin, TX

* Assisting Property Owners, Managers, and Travelers with complex problems by doing in depth research of the issue to provide a resolution
* Providing advice and troubleshooting any complications callers may be having with navigating the HomeAway family of websites
* Working with unhappy customers to find a solution that works for al parties using extensive knowledge of the website, its updates, and the company’s Terms & Conditions

**Travel Agent** August 2014 to February 2015

**AAA Texas,** Austin, TX

* Working with a variety of travel operators and systems such as MRM Portal and Apollo

**Internship –***Corporate Account Manager, Sales Representative, etc* March 2013 to May 2014

**PetRelocation.com,** Austin, TX

* Working with a worldwide base of agents and airlines; negotiating prices, organizing, and overseeing moves while using CRMs: Landslide and SalesForce to build accounts, opportunities, and profiles
* Oversaw the development of the Preferred Partner agent program
* Lead team change over from Landslide to Salesforce

**EDUCATION**

**Bachelor of Arts in Psychology**  May 2014

***St. Edward’s University***, Austin, TX

**Full Stack Development Certification** February 2018

***University of Texas,*** Austin, TX

**Technical Skills: HTML | CSS | JavaScript | Bootstrap | Node.js| jQuery | MySQL** | **Handlebars |Trello |Scrum**