**Desiree Tien**

Austin, TX 78727 • (512) 417-0348 • desiree.tien@gmail.com

**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