

# MA. LOURDES F. PINEDA

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Determination and Great idea is my tool to create a successful work/project, can work well in a team or even independent.

## **WORK EXPERIENCE**

### **Engineer Voip – CSS Corpotation**

January 08, 2018 – Present

- Technical Support Representative receive outbound calls, assisting customer regarding technical issue
- Business to business company
- Ring Central Account

### **ADR Caller/Patient Collection – Arriva Medical**

March 18, 2013 – November 30, 2017

- Outbound Representative Calling Doctor's office regarding to diabetic patient's medical records.
- Do Multi Task Reviewing and Indexing patient's progress notes using database.
- Working on missing and incorrect patient's records to be submitted to the insurance company.
- Sending email to team lead for validation of the documents
- Appointed as POC

### **Outbound Sales Representative – Elipsys Global Inc.**

September 10, 2012 – March 12 2013

- Promotes/sells/secures orders from existing and prospective customers through a relationship-based approach.
- Demonstrates products and services to existing/potential customers and assist them in selecting those best suited to their needs.
- Makes telephone to existing and prospective customers.

### **Junior Software Developer – EQOD INC. Ortigas**

July 2011 – August 2012

- Developing Software's using Visual Basic.Net for eBook/Epub.
- Developing HTML,XHTML and XML
- Converts software specification requirements into appropriate programming languages.
- Analyzes software specifications for completeness and compatibility with operating system capabilities.
- Revises, enhances, updates and installs systems software components to optimize performance of the computer systems.

## **ON THE JOB TRAINING**

### **HR Assistant – Amber Base Solutions Eastwood Libis – 175hrs**

- Responsible for organizing employee's record up to date.
- Responsible for assisting applicants.
- Prepare and send out successful and unsuccessful letters to candidates.
- Maintain the HR Data Base and regularly update the personnel information.

## **SPECIAL SKILLS**

### **Computer Literate**

- CSS
- HTML5
- Php
- Adobe Photoshop
- Adobe Light room
- Microsoft Office Word, Excel and PowerPoint
- Java Script
- MySQL
- Laravel

## **EDUCATION**

TUITT BOOTCAMP  
Web Development  
October2017-May2018

THE UNIVERSITY OF MANILA  
Bachelor of Science in Computer Science  
2007- 2011

## **SEMINARS ATTENDENT**

INTERNET GOVERNANCE - September 10, 2007  
Dr. Mariano V. de los Santos Memorial Hall

ROBOTICS - February 24, 2009  
Dr. Mariano V. de los Santos Memorial Hall

WINDOWS 7 - September 22, 2009  
Dr. Mariano V. de los Santos Memorial Hall

MICROSOFT OFFICE - October 6, 2010  
Dr. Mariano V. de los Santos Memorial Hall