

# JANELLE MARIE ALMONTE

## BUSINESS SYSTEMS CONSULTANT

As a seasoned professional with a decade of diverse experience in customer service, technical support, and project coordination, I am eager to secure a position that will allow me to leverage my technical expertise, drive innovation, and deliver exceptional results. I am committed to contributing my skills and knowledge to facilitate growth, enhance efficiency, and foster success in a dynamic work environment.

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### EDUCATION

#### Computer Systems Technician

*Seneca Polytechnic (Diploma)*

2021 - 2023

- High Honours (GPA 4.0)
- Laura Flanagan Memorial

Award

#### AB Mass Communication

*Far Eastern University*

2007 - 2011

### CONTACT

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<https://janellealmonte.com/>

#### LinkedIn:

[linkedin.com/in/jalmonte0321](https://www.linkedin.com/in/jalmonte0321)

#### GitHub:

[github.com/janellealmonte](https://github.com/janellealmonte)

### EXPERIENCE

#### TRANSITION COORDINATOR • SENECA POLYTECHNIC

MAY 2023 – PRESENT

I am responsible for creating and implementing programs to support student learning, retention, and community engagement. I collaborate with various college departments to design transition initiatives, develop strategies for a smooth college life transition, and manage International Student Services inboxes in Salesforce. I also assist new international students with settling in Canada, including airport pickups, housing inquiries, and providing guidance on health insurance.

#### EMERGENCY RESPONSE AGENT • VHA HOME HEALTHCARE

FEB 2022 – PRESENT

I am responsible for promptly addressing client concerns, collaborating with a multidisciplinary team to ensure client needs are met, informing clients about care plans and policies, and reporting incidents to care coordinators. I also assist with scheduling, convey changes to the coordination team, and provide advisory support for potential threats and evacuation procedures. Additionally, I assess incident severity, coordinate notifications, and dispatch requests for assistance.

#### STRATEGIC CLIENT SERVICE REPRESENTATIVE • CASTO TRAVEL

SEPT 2019 – APR 2021

I provided technical support for Concur Travel interface issues, responded to management requests, and contributed to process improvements. I managed client reports and business reviews, collaborated with vendors, and managed Salesforce and Concur Travel account setup. I conducted market research, designed presentations, and ensured prompt communication. Additionally, I assisted with invoicing, identified technology opportunities, maintained file organization, and supported proposal creation while ensuring accurate audit reports.

#### CLIENT INTERGRATION SERVICES COORDINATOR • CARLSON WAGONLIT TRAVEL

JAN 2016 – MAR 2019

I facilitated technical integration and onboarding for external clients, created custom reports, and developed scalable solutions for seamless BI tool integration. I led security implementations, supported Global Program Managers, tracked project risks, and liaised with clients and vendors. Additionally, I managed data synchronization, project schedules, conducted post-implementation audits, ensured compliance with client requirements, provided efficient system implementation, and maintaining project plans.

## **L2 CONSULTANT – TECHNICAL SERVICE CENTER • CARLSON WAGONLIT TRAVEL**

DEC 2014 – DEC 2015

I provided second-line technical support to various teams, conducted site maintenance, and troubleshooted online product defects. I escalated and tracked issues, collaborated on testing and projects, and ensured effective communication of tool alerts. Additionally, I supported customer service issue resolution, addressed synchronization problems, and fulfilled various OBT and CWT Tools-related duties.

## **AREAS OF EXPERTISE**

### **Soft Skills:**

- Project Management
- Customer Service
- Technical Support
- Communication
- Teamwork
- Problem Solving
- Adaptability

### **Technical Skills:**

- CRM (Salesforce, ServiceNow, PeopleSoft)
- Linux (CentOS, Kali)
- SQL Database Management
- Microsoft Office Suite
- Cloud Administration (Azure, AWS)
- Concur Administration
- Programming Languages (HTML, CSS, Bash, Python)

## **ACTIVITIES**

### **STUDENT AMBASSADOR/LEAD MENTOR • SENECA POLYTECHNIC**

NOV 2021 – APR 2023

I provided comprehensive support to students through various channels, including email, virtual, and in-person interactions. I supervised mentors, ensuring effective communication, and collaborated across departments to keep mentors and mentees informed. My role included addressing international students' inquiries on immigration, registration, health insurance, and more. I organized student life sessions, participated in college events, and conducted mentor recruitment activities, including interviews and evaluations. I also streamlined workflow by managing inquiries in Salesforce.