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| Imagen que contiene persona, pared, gafas, interior  Descripción generada automáticamente­­­  **Languages:**   * Spanish – Native * English – Advanced * Mandarin Chinese - Basic   **Software:**   * Microsoft Office   + Word   + Excel   + PowerPoint * Visual Studio   + C# - Basic * MySQL - Basic   Estefany.Tse@gmail.com  Mobile Number: 3391-9991  [www.linkedin.com/in/estefanytse](http://www.linkedin.com/in/estefanytse)  Address: Jardines del Merendón, Bloque B  ID: 0501-1993-08204  Age: 26  **Estefany G Tse R**  Student - Computer Systems Engineer  Fast learner to any type of information, programs and can easily adapt to different types of environments. Highly organized and independent; able to effectively coordinate tasks to accomplish projects with timeliness and creativity. Detail oriented, and responsible, able to stay calm under pressure and multitasking. Good writing and communication skills. Committed to work to get experience every day for personal growth. | **Work Experience**  *Alorica Honduras (Sept 2017 – Feb 2020)*  **Attendance Supervisor - HR**  Former Attendance Supervisor tasks include receiving, organizing and archiving medical excuses, updating web data base, creating reports based on information and requests, manage the company’s benefits such as meal or gym subsidy and handling the employee’s life and medical insurance.  *Alorica Honduras (Oct 2015 – Sept 2017)*  **Delivery Analyst and Real Time Analyst**  Former Delivery Analyst tasks includes creating tickets requesting tools for new hires, tickets to remove tools for NLE’s, updating web databases for both the client and the company, creating tickets for system issues on both ends the client and company and password resets.  Former Real Time Analyst tasks includes managing both breaks and lunches, availability, call volume, scheduling PTO’s (Paid Time Off – Vacation), VTO’s (Voluntary Time Off), UPTO’s (Unpaid Time Off), overtime, holidays.  *Alorica Honduras (Jan 2015 – Oct 2015)*  **Customer Care and Sales Agent**  Former customer care includes reading bills selling or upselling services experience.  *Startek Honduras (Sept 2014 – Dec 2014)*  **Customer Service Agent**  Former customer service representative with tech support and troubleshooting experience.  *Stream Honduras (Jan 2014 – April 2014)*  **Customer Service Agent**  Former customer service representative with upselling experience.  **Academic Formation**  **Computer Systems Engineer** (2017 - current)  *Universidad de San Pedro Sula, USAP*  **Leadership Intern Program** (2017 & 2019)  *First Leadership Program done 2017, second Leadership Certification 2019.*  *Alorica Honduras*  **Architecture / Graphic Design** (2010 - 2012)  Took the general and basic classes.  *UNITEC, SPS*  **Bachelor of Arts and Science** (2007 - 2010)  Primary school and High school done at this college.  *Morazzani Bilingual Institute (Kiddy Kat)* |