

NATASHA MOORE

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QUALIFICATION HIGHLIGHTS / SKILLS:

- Knowledge of JavaScript & REACT
- Experience with SQL and nonSQL databases
- Multiple individual and group projects in web development
- Strong analytical and problem solving skills
- Over 6 years of experience in high-speed customer service/support environment
- Bilingual: English / Russian

TECHNICAL SKILLS:

REACT • JAVASCRIPT • JQUERY • NODE.JS • EXPRESS.JS • MYSQL • MONGODB • HTML • CSS

EDUCATION

- Columbia University NY Full-Stack Web Development, Jan-Jul 2019
- LaGuardia College NY Certificate in HTML & CSS , Sep-Dec 2018
- Bachelor's degree in Hospitality and Tourism, Russia, 2008

WORK EXPERIENCE

Corporate Applications FCm Travel Solutions, NYC
Support Analyst December 2015 – March 2017

- Provide 2nd level support to internal clients by taking ownership of support cases and providing leadership and coordination to achieve the resolution of issues, sometimes involving multiple corporate applications systems
- Monitor support queues and action them within required SLA
- Work closely with other internal technology and operational teams on resolving issues
- Open and manage cases with third parties (SABRE, Concur and other) in order to solve problems
- Resolve problems and act as an escalation and coordination point for incidents related to affected services
- Provide expert advice and support to 1st level support teams
- Manage incoming support cases by assigning them to various departments for completion
- Support and maintenance of client travel portals
- Provide assistance with profile uploads and data synchronization in all systems
- Manage the de-implementation process for lost accounts
- Support team members on any issues they may face in support related topics
- Assist in the migration process of corporate accounts from SABRE STARS to SABRE Profiles:
 - Create new templates with appropriate PNR builders
 - Migrate accounts from STARS to Profiles
 - Make sure all profile information from SABRE STARS is transferred correctly

- Train team members on most common problems with SABRE Profiles by providing examples and resolution steps
- Provide monthly web training for external clients on how to manage their profiles in the client portals and complete a booking

Corporate FCM Travel Solutions, NYC
Travel Consultant February 2014 – December 2015

- Help companies map out travel arrangements for their employees using my comprehensive industry knowledge, while following each company's travel policy
- Ensure savings for the companies by always using promotional fares, discounts and contracted rates
- Assist companies with visa process
- Keep travelers' profiles accurate and up to date
- Provide customer support in Concur Booking Tool troubleshooting
- Monitor existing bookings for last minute schedule changes, air cancellations, and assist with rebooking procedures

Assistant Liberty Travel, NYC
Team Leader / September 2010 – February 2014
Vacation Expert

- Provide excellent customer service by making professional, accurate, cost effective travel arrangements for clients
- Proactively market, sell and consult with clients in regards to tour, cruise, air, car and hotel products and all other related services
- Provide full support to Team Leader in conducting successful store management including:
 - Training, supervising and leading the team while promoting positive work attitude
 - Multi-tasking to ensure that sales goals and deadlines are consistently met
 - Financial reconciliation on a daily basis, and end of the month commission transfer reports
 - Assisting team members with complex airfares / ticket refunds / ticket voids / exchanges, as well as confirming last minute / unavailable / on request Calypso bookings and refund procedures
- Handle clients' complaints and problems in a professional and timely manner

PERSONAL QUALITIES

Multi-tasker • Responsible • Honest • Hardworking • Detail Oriented • Enthusiastic • Friendly • Team Player

REFERENCES are available upon request

