

ALLY D'COSTA

New York City, NY H: 324-234-234234 | C: 234-234-234 | ally@bold.com

ACCOMPLISHMENTS

- Awarded a Customer Excellence Award upon the completion of a project that created opportunities for more business.
- Participated in various incentive programs and contests designed to support achievement of production goals.

SUMMARY

A food server position in a fine dining environment where my demonstrated customer service and multitasking skills can improve the restaurant's profitability and image. Technical Support Representative skilled at resolving complex customer service issues in a timely manner.

SKILLS

- Troubleshooting proficiency Vast technical knowledge
- Exceptional telephone etiquette Patient and diligent
- Skills Experience Total Years Last Used
- Windows, Unix, Linux, Mac OSX,
- VMWare Sales Software: Salesforce.com, TapScan
- Public Relations Software: Bacon's Mediasource, Factiva
- Desktop Publishing Software: Photoshop, Illustrator, HTML

EXPERIENCE

10/2014 to 03/2015

Product Manager

Live Career — New York, NY

- Issued license codes to new and existing customers. Resolved customer complaints and concerns with strong verbal and negotiation skills.

03/2012 to 02/2015

Program manager

- Successfully negotiated acquisition by [Company Name].
- Extra-Curricular Activities Chairman/Organizer of Trywoodie Alumni Group on Linked In networking website Ultimate Frisbee, (Intramural Team Captain.

05/2007 to 06/2008

- Reviewed graphic layouts in all phases of production.
- Updated company style guide and enforced compliance with internal staff, partners and vendors.

01/2004 to 05/2007

LiveCareer — New York, NY

03/1997 to 04/2003

Behavioral Science Specialist

Army Reserve — New York, NY

01/1986 to 01/1995

Hull Technician/Cook/Master

US Navy

- Earned numerous awards, medals and commendations, including Bronze Star Honorable discharge Portfolio www.JohnSmithPortfolio.com Presentations "Transitions: Problems and Successes" Mid-Atlantic Users Group Second Annual Conference Washington, DC, October 2000.

EDUCATION AND TRAINING

2005

Associate of Applied Science: Science Software Engineering and Hardware Systems
Stephen School — New York, NY, US
Science Software Engineering and Hardware Systems

PERSONAL INFORMATION

Place of Birth: Sheffield, UK Date of Birth: 3rd of September, 1970 Present Resident in Berlin, Germany Sex: Female Status: Married with 1 child (age 4)

REFERENCES

ACTIVITIES AND HONORS

Washington, P (2005) Visual Construction. Doctoral Dissertation. College of Computing, Stanford University.

PUBLICATIONS

Jones, A. Winning Customer Service, Random House, 2000. . Jones, A. and Simmons, P The Customer Is Sometimes Wrong, Penguin Books, 1998.

INTERESTS

Martial arts, kickboxing, marathons

LANGUAGES

Bilingual Spanish/English, Fluent reading/writing Korean.

SKILLS

Photoshop, com, DC, Desktop Publishing, English, graphic, HTML, Illustrator, Korean, Linux, Mac, Windows, 2000, negotiation, networking, Organizer, Presentations, Public Relations, reading, Sales, Bilingual Spanish, telephone etiquette, Troubleshooting, Unix, website

ADDITIONAL INFORMATION

- Awards National Association of County Agricultural Agents Distinguished Service Award Outstanding student award: Fall 2008 Top Sales Performer, Tri-State Area, 2002
- Interests Martial arts, kickboxing, marathons
- Personal Information Place of Birth: Sheffield, UK Date of Birth: 3rd of September, 1970 Present Resident in Berlin, Germany Sex: Female Status: Married with 1 child (age 4) Hobbies: International Travel, Hiking, Tennis
- Additional Information Online Writing Samples Teaching Children to Read: www.readingstrategies.com/childhoodeducation/teach-child-read/esmith Suggested Reading List for Pre-School: www.preschoolreading.com/readinglistpreschool/esmith Community Service Classroom Aide, Lowell School, 2000-2004 Greater Dover Blood Bank, 2000 - Present Keywords technical documentation, instructional materials