



LANGUAGES

- Dutch - Native
- English - Fluent
- Spanish - Fluent

EMPLOYMENT

Technical Support Agent Feb 2023 – April 2023

Voxelcare Elche

- Accepted inbound calls and emails about technical issues and attempted to resolve these.
- Resolved many cases with minimum information.
- Worked in a high stress environment with a small team supporting many users.
- Handling customer's issues via email and via phone

Customer Support Agent

June 2022 – July 2022

Kindred Malta

Customer support agent for Belgian market, for online gambling company. Taking chats and inbound/outbound emails.

Content Review Associate

March 2020 – May 2022

Accenture- Dublin

Responsible for analyzing complaints related to Data Privacy content, PII (personally identifiable information), Personal Impersonation, Corporate Impersonation, Intimate Images & Private Info, and taking action in accordance with client policies, laws and regulations, Sensitive Policies.

Support Executive

January 2017 – June 2019

ASML- Veldhoven

- Handling calls and emails from Parts supplier companies delivering to ASML, regarding access and functionality of the ASML portal.
- Evaluate and diagnose problems and make appropriate repairs.
- Expediently escalate issues to supporting resources when necessary.
- Work with co-workers, customer & field support in isolating and solving problems.
- Answer suppliers questions and assist customers in a professional manner.
- Act as a resource for users on routine malfunctions.
- Advise users of appropriate actions to correct malfunctions and may recommend changes in user procedures.
- Provide appropriate support and assistance to less experienced ASML personnel as necessary.
- Technical problem solving within competency

Helpdesk IT Analyst

March 2015 – June 2016

HCL Technologies - Krakow

- Accepted inbound calls and emails about technical issues and attempted to resolve these.
 - Resolved many cases with minimum information.
 - Worked in a high stress environment with a small team supporting many users.
 - Handling customer's issues via email and via phone
- Applications we work with:

Windows Active Directory (AD)

SAP

RUMBA mainframe

Lotus Notes

BMC Remedy, Service Now (Snow)

Internet Explorer – Advanced troubleshooting

SCCM software deployments

AWX Keyword specialist / AWX Training and Coaching expert

January 2013 –

October 2014

Arvato Bertelsmann -Dublin

The keyword specialists for Ad Words Express work on anything related to the back-end of Ad Words Express. They optimize business categories and keywords in order to improve campaign performance. They also help out with one-off projects related to their languages to assist in scalable optimizations and international expansion of features.

- Ongoing maintenance of categories and keywords, this includes: adding/removing keywords, changing match types, adding/removing negatives
- Building new categories
 - For launched countries: adding new categories when needed (determined by Service reps or feedback forms)
 - For pre-launch countries: building categories from scratch for the country
- Evaluation of data pulls, example: determining whether an advertiser has poor quality because of bad creative, poor query to keyword match, poor category selection, or something else
- Evaluation of experiments, example: the engineers may develop a new method of keyword generation, these new keywords need to be evaluated and assessed
- Outbound calls to existing advertisers who are in the wrong category or who have very poorly written creative's (leads generated by AWX Quality Eng Team)
- As the AWX Training and Coaching expert I fully train the new hires for the AWX team and I also provide on the job coaching support for the team.

October 2012 – January 2013

IT Business Technologist October 2012 – January 2013

Atos IT Solutions and Services Ltd - Cork

- Accepted inbound calls about technical issues and attempted to resolve these.
- Resolved many cases with minimum information.
- Worked in a high stress environment with a small team supporting many users.
- Supported users working over URA from home and their PKI cards.
- Supported all Microsoft Office products and troubleshoot Windows XP.

March 2012 – October 2012

Customer service agent

March 2012 – October 2012

Euroccor – Sofia - Bulgaria

- Accepted inbound calls about issues customer have with their electrical and gas bills and attempted to resolving these.
- Worked in a high stress environment.
- Answered questions of customers by email.

Customer service agent November 2011 – march 2012

SYKES – Berlin - Germany

- Accepted inbound calls about technical issues and attempted to resolve these.
- Worked in a high stress environment with a small team supporting many users.
- Supported products including notebooks and various A/V equipment
- Answered questions of customers by email.

Technical support coach April 2011 – November 2011

CPL/HP - Leixlip - Ireland

- Coached, guided, instructed and provided refresher training for technical support agents.
- Assessed quality of agents' cases through a CPL specific web based application.
- Provided feedback on agents' misrouted cases.
- Advised CPL management (TL/STL/ODM) on escalations sent by HP.
- Set up the agents' machines and ensured that they can start taking calls when training has been completed by performing Test Calls.

Technical Support Agent March 2010 – April 2011

CPL/HP - Leixlip - Ireland

- Accepted inbound calls about technical issues and attempted to resolve these.
- Resolved many cases with minimum information.
- Worked in a high stress environment with a small team supporting many users.
- Supported users working over VPN from home and their RSA tokens.
- Supported all Microsoft Office products and troubleshooted Windows XP.
- Coached agents on my current desk as a backup coach.
- Performing specials tasks, as making the password reset report and deliver this To the team leaders and providing feedback to the agents on how to improve.

Applications knowledge/used

Windows Active Directory (AD)
SAP
RUMBA mainframe
Lotus Notes
BMC Remedy, Service Now (Snow)
Internet Explorer – Advanced troubleshooting
SCCM software deployments
RSA Software
RSA Tokens
Outlook
Excel
Word
Powerpoint
Windows XP
Windows 7

EDUCATION

MIDDLE LEVEL SCHOOL

• 1993-1996 Hotel Professional Training La Cala De Finestrat

Certifications



Disrupting Yourself

Top 5 Money-Saving AdWords Tips

Building Confidence

Writing Email

Business Writing Fundamentals

Google Drive Essential Training

Communication Fundamentals

Google AdWords Essential Training

OTHER SKILLS

- I can adapt to different workplaces very fast.
- I learn fast and I can work very well with other people.
- I am very patient and a good listener.
- I am used to work in stressful environments