

Viviana Mesa

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| Objective | To obtain a position in the information Technology or Marketing field by implementing leadership, knowledge, and communication. |
| Education | Miami Dade College AA Computer science Miami International University of Art & Design Date of graduation: December 2015 Major: BA Graphic Design |
| Experience | IT Support Center & Graphic Design Support US Technology, Miami, FL July 2013 - Present <ul style="list-style-type: none">▪ Responsible for first response in answering, commenting and replying to open incidents in the help desk. Ability to identify and organize tickets.▪ Able to identify and organize tickets according to priority.▪ Distribute tickets to engineers and technicians.▪ Assist with fieldwork as requested.▪ Update and maintain company contacts.▪ Sets and loads computer equipment with required items and prepares computer equipment for operation.▪ Operates computer for purpose of providing information to requesting clients and/or engineers.▪ Designing client proposals from typesetting through to design, print and production.▪ Working with clients, briefing and advising them with regard to design style, format, print production and timescales.▪ Developing concepts, graphics and layouts for product illustrations, company logos, and websites. Customer Service and Sales Representative AT&T Mobility, Miami, FL July 2007 – July 2013 <ul style="list-style-type: none">▪ Assist customers on inbound calls solving and troubleshooting technical issues while providing excellent customer service▪ Coach new-hire employees▪ Assist manager with side by side coaching and development of team members with sub-par performance results▪ Organize and deliver meetings for the team using PowerPoint presentations and other tools▪ Prepare excel reports to improve sales team performance.▪ Help with the Escalation Queue when needed, handling customer service escalations▪ Make outbound calls as part of the Commitment Team in which members strive for First Call Resolution and customer satisfaction▪ Analyze and resolve urgent technical cases submitted by call center representatives, escalating issues if necessary and contacting customers with the appropriate resolution |
| Skills | Computer: Adobe Master Collection CS5, CS6, ETC HTML knowledge, MS Office Suite, Access, Outlook, Hardware troubleshooting, Adobe Photoshop, Adobe Dreamweaver, Adobe Illustrated Language: Fluent in English and Spanish |