Danielle ███████████

I have experience in customer service, administrative support, and service desk analysis. I've provided excellent customer service by resolving issues and maintaining satisfaction. As an admin assistant, I've managed scheduling, data entry, and document management efficiently. In service desk roles, I've offered technical support, diagnosing and resolving IT issues quickly to ensure smooth operations. My diverse skill set allows me to adapt and deliver quality results in various roles.

Contact

Phone
███████

Email
████████████████

Address
████████████████
██

Education

Tertiary
Bachelor of Science in Business Administration Major in Human Resource Development and Management
████████████████ **2015 - 2019**
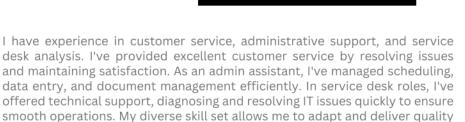
Secondary
████████████ **2011-2015**

Skills

- Good Communication Skills
- Team Player
- Basic Knowledge in Microsoft Office Works
- Data Analyzation
- Proficient in Basic Computer Skills
- Good in Logical Reasoning
- Trained using Brightree/Quickbooks
- Trained in managing sensitive data

Language

English

Filipino

Work Experience

Back Office Associate - ████████████
August 2024- September 2024
- Managing sensitive data of patients and clients

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Back Office Associate - Gentell Wound Care
February 06 - 2023 to July 31 2024
- Providing assistance in managing medical supplies that is requested by clients.
- Trained to manage data using Brightree

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November 2021-October 2022
- Providing first-level contact and conveying internet resolutions to customers' issues thru email.
- Identify and diagnose issues and problems.
- Properly escalating unresolved queries to the relevant team.

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Collector ████████████
September 2019-January 2020
- Negotiate/Collect payments of clients under Hi-fin Lending
Account Super Visor (January 2020 - March 2020)
- Manage and oversee performance of associate under my supervision

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Recruitment Assistant/ Intern
November 2018-April 2019
- Assist on basic recruitment need

Reference

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