



D'JINN PROVIDO

SKILLS SUMMARY

- Customer Service
- Technical Proficiency
- Organizational Skills
- Adaptability
- Office Software
- Training and Mentoring
- Customer Relationship Management

TOOLS

SLACK

Salesforce

Microsoft word, excel,
powerpoint

Google Sheet

PERSONAL PROFILE

An **Advisor 1 Technical support representative for QuickBooks Online and QuickBooks Payroll** for 3 years. Ensuring that all accounting and payroll processes run smoothly. Assisting in setting up and navigating QuickBooks Online, troubleshooting issues and resolving discrepancies. A tech-savvy and adept in problem-solving.

WORK EXPERIENCE

ADVISOR 1 TECHNICAL AND CUSTOMER REPRESENTATIVE

Concentrix CVG Phil | 2021-Present

- **Customer Support:** Providing assistance to QuickBooks Online users by addressing inquiries, troubleshooting issues, and guiding them through the software's features and functionalities.
- **Problem Resolution:** Investigating and resolving customer issues, whether they are related to technical glitches, billing concerns, or user errors. Cross-functional
- **Collaboration:** Collaborating with other teams within the organization, such as development, marketing, and quality assurance, to communicate customer feedback, address issues, and contribute to product improvement
- **Instructing:** We offer guidance on using QuickBooks Online, including navigating the interface, setting up accounts, creating invoices, managing expenses, reconciling accounts, and generating reports.

EDUCATION HISTORY

Cebu Technological University- Main Campus

- Bachelor of Science in Business Administration- Marketing Management - 2024