



JEANETTE GUTIERREZ

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

- Asana
- Basecamp
- Microsoft Office
- Microsoft Excel
- Meta Business Suite

PERSONAL PROFILE

Customer Experience Management is my skill and to be a positive contributor is my goal. A certified trainer from WNS Learning Academy Mumbai, I handled Voice Assessment for Recruitment in between New Hire Training classes. Training acquired from the British Council equipped me in handling assessments. I am certified by Dale Carnegie for public speaking.

WORK EXPERIENCE

SOFTWARE TECHNICAL SUPPORT

[Concentrix Company](#) | 2023 - 2024

- Maintained positive work ethics and commitment to providing excellent Customer service and Technical Support.
- Troubleshooting, Restoring and Organizing Software systems needs

FINANCIAL ANALYST & TIER III COACH

[TWellsFargo Bank](#) | 2021- 2023

- SME assigned to Coach newly hired agents
- Prepared detailed reports
- Organizes and developed Power to Excel Module
- Assisted clients from the Americas

DOCUMENT SPECIALIST

[HealthyBos](#) | 2019- 2021

- Procured Documents, liaised with Doctors and Medical practitioners
- Verified and Validated documents
- Fax documents for eligibility requirements

ASSISTANT MANAGER - LEARNING & DEVELOPMENT

[WNS](#) | 2017- 2019

- Interviewing, profiling, accrediting new hires
- Conducting Pre-Process training the trainers for Soft Skills
- Facilitating classes for Accent Neutralization
- Teaching UK/US Ethos and Geography



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WORK EXPERIENCE

COMMUNICATION SKILLS TRAINER

[Cognizant](#) | 2016 - 2017

- Trained Healthcare professionals and Software Experts on Soft Skills and Business Writing Skills
- Handled Assessments and Accreditation for Recruitment

STORE MANAGER

[H&W Taste Health & Wealth](#) | 2014 - 2016

- Set up health shop and managed the day to day store operation as Store Manager
- Handled Payroll and Accounting.

ONLINE TRAINING MANAGER

[Barclays UK](#) | 2013 - 2014

- Trained CEOs and VP on the new Barclays System
- Scheduled for Online training
- Organizes and plan for Training modules

TRAINER

[Stellar Global Solutions](#) | 2010- 2011

- Trained IP Jetstar Travel Agents
- Facilitated Accreditation
- Conducted SoftSkills and Accent neutralization Courses

EDUCATION HISTORY

[Cora Doloroso Career Centre](#)

- Secretarial & Accountancy 1984

[St. Scholastica's College](#)

- Associate's Degree in Hotel & Restaurant Management, 1985

[King's World Bible College](#)

- Theological Studies & Christian Education, 2024