



# NIÑA STELLA MARIE, ATILLO

## SKILLS SUMMARY

- Strong organizational and time management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously

## TOOLS

Google Sheet

SLACK

Salesforce

Microsoft Excel, word and powerpoint

## PERSONAL PROFILE

A Technical Support and a customer service of QuickBooks Online and Payroll for 3 years. A hardworking, responsible and determined individual you can trust on. I am an organized, thoughtful individual who can work individually and works better with a team.

## WORK EXPERIENCE

### ADVISOR 1 TECHNICAL AND CUSTOMER REPRESENTATIVE

#### Concentrix CVG Phil 2021-Present

- Troubleshooting : Identifying software bugs, configuration problems, or user errors.
- Guidance and Instruction: provide guidance and instructions on how to use various features and functionalities within QuickBooks Online. This includes helping users navigate the interface, set up accounts, create invoices, manage expenses, reconcile accounts, and generate reports.
- Customer Satisfaction: Ensuring customer satisfaction. Strive to provide excellent customer service by being courteous, patient, and responsive to users' needs and concerns.

## EDUCATION HISTORY

#### University of Cebu

- Bachelor's Degree in Business Administration- Major in Financial Management- 2023