

LEOVIE ANN NOLASCO BARON

D A T A A N A L Y S T

OBJECTIVE

To be part of a highly reputable company where I can share my skills, abilities, experiences and talents as well as acquired knowledge that can provide professional growth in my field of endeavor and be a contributor to the growth of the organization.

CORE SKILLS

- Communication and Presentation Skills
- Leadership Skills
- Time Management and Organizational Skills
- Project Management Skills
- Critical Thinking Skills

CONTACT DETAILS

Mobile: +971 56 136 0920 / +971 56 636 3563
Email: Leovieannbaron@gmail.com
Address: Salam Street Abu Dhabi, UAE

WORK EXPERIENCE

NETWORK INTELLIGENCE PAYMENT SOLUTIONS, UAE

Business Operations Analyst/Customer Service Representative

May 2018 - Date

- Preparing and completing monthly reconciliation reports
- Prepare reports by collecting, analyzing and summarizing information
- Managing reconciliation of operation accounts and VAT calculations
- Performing testing (quality assurance) with newly developed system and following the business operation procedures and processes
- Giving assistance to the team resolving operational issues and problems
- Provide and support the implementation of business solutions by building relationships and partnerships with key stakeholders
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

TASK US PHILIPPINES

Team Leader - Email Support

April 2017 - January 2018

- Work closely with Operations to deal with disputes arising out of process gaps, updates, etc.
- Provides direction, instructions and guidance to a group of individuals.
- Responsible for designated team performance (weekly reports and monthly reports).
- Monitoring queue and reviewing the agent's performances.
- Create and maintain files on each agent as they relate to attendance, production, and reviews.
- Responsible for mentoring and coaching each agent weekly.
- Develop a strategy the team will use to reach its goal
- Manage the flow of day-to-day operations

TASK US PHILIPPINES

Email Support Representative

June 2016 - March 2017

- Receives and answers customer inquiries on behalf of the companies or businesses they work for via email.
- Providing quality instructions or responses to be able to resolve the customer's issue.
- Monitoring and encoding multiple issues and complaints that we are receiving and provide a resolution.

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D A T A A N A L Y S T

TECHNICAL SKILLS

- Proficient in using main Microsoft Office Applications
(MS Word, Excel, Power Point)
- Hardware and Software Installation
- Basic knowledge in Web Development (HTML, SQL, CSS,
ASP.NET, PHP)
- Has knowledge in (Adobe Photoshop, Dreamweaver,
Visual Studio)
- Strong computer skills, attention to detail

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EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
ST. JOSEPH'S COLLEGE OF QUEZON CITY, PHILIPPINES
June 2012 - April 2016

PERSONAL DATA

Birth Date: July 20, 1996
Age: 24
Gender: Female
Birth Place: Quezon City, Philippines
Citizenship: Filipino
Civil Status: Single
Visa Status: Employment Visa

I hereby certify that the above information is true and correct to the best
of my knowledge and belief.

LEOVIE ANN N. BARON
APPLICANT