



Ma. Cristina dela Cruz

Career objective:

1. Perform all tasks involved in the position and to ensure quality service for the benefit of the company as well as the clients.
2. To obtain a challenging position in a company that will give me the opportunity to apply and further develop my knowledge and skills.

CONTACT ME

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EDUCATION

B.S. Computer Science

Central Colleges of the Philippines

2009

SKILLS

- Attention to Detail
- Highly organized
- Adaptable
- Can work under minimum supervision
- Can take initiative
- Metrics driven
- Good verbal and written skills in English
- Knowledgeable in MS Office applications
- Active team player
- Empathetic
- Willingness to be taught and learn new things
- Results oriented
- Knowledgeable in using Deskpro, Sharepoint, Zoom, Slack, Jira and Confluence (Atlassian)

WORK EXPERIENCE

Jobstreet.com Philippines | Encoder (2009 - 2011)

- Performed outgoing calls to establish leads for the company
- Ensure quality job postings to Jobstreet.com's website
- Ensures strict compliance of the company and POEA's rules and regulations. (in job postings).
- Conducts Quality Control of the jobs posted on Jobstreet's website.

Ecovert FM Qatar | Receptionist / Admin Assistant (2011 - 2013)

- Establish good customer relations by assisting them with their inquiries
- Relay and update Help Desk Operators regarding tenant's maintenance request.
- Schedule appointment with tenant regarding maintenance.
- Perform other duties as deemed necessary.
- Maintain a database of received job orders from Contractors.
- Conduct proper coordination between contractors and Facilities manager
- Maintain an updated file for record and reference (Clients / contractors)

AlHalal Veterinary Clinic Qatar | Receptionist / Admin assistant (2017 - 2019)

- Greet customer / clients and provide pertinent answer to their inquiries
- Cash handling of sales (cashiering)
- Stock inventory and stock ordering
- Monthly sales report
- Social media management
- Maintain an updated database for clients / customers
- Process exit permits and other requirements such as passport for pet transport
- Provide other administrative support as deemed necessary

Reimage Philippines | Technical Support Representative (2022)

- Provide technical support via Live Chat and Email (Virtual Private Network related issues)
- Handle Account and billing concerns through Live Chat and Email support
- Ensure customer's concerns are efficiently addressed in a timely manner.
- Proper coordination for any issues encountered during and/or after the shift to ensure everything will be escalated and addressed accordingly.

REFERENCES

Can be furnished upon request