



# JEANNE

## career overview

Experienced Administrative associate with a demonstrated history working in the information technology and services industry. Proficient in office administration, clerical operation, logistics, inventory, email management, office 365, accounting related such as accounts receivables and aging of accounts and technical support.

## Contact



[Redacted Address]



[Redacted City/State/Zip]



[Redacted Phone Number]



[Redacted Email Address]

## Education

Bachelor of Science in  
Information Technology

[Redacted Institution]

2014 - 2018

Computer Hardware  
Servicing

[Redacted Institution]

2017

## Skills

- Office Administration
- Clerical
- Email Management
- Office 365 / Google docs and sheet
- Computer Literate
- Basic Troubleshooting
- Brink POS
- Meraki
- Datto RMM
- IT Glue
- Connectwise
- Basic Microsoft Azure
- O365 admin and Google admin

## PERSONAL DATA

Age: 26

Birthday: [Redacted]

Religion: Seventh-Day Adventist

Height: 160 cm

Weight: 52 KG

## EXPERIENCES

### TeleSales Support

[Redacted Company]

Full-time

November 2023 - Present

- Supporting 4 Area Sales Manager
- Order Processing
- Area Sales Manager expense report processing
- Schools new account panel presentation call plan booking
- Email and telephone management.
- ASM files monitoring, processing and updating.
- Evaluation monitoring

### Technical Support Representative (Non voice)

[Redacted Company]

Remote - Part-time

June 2023- November 2023

- Supporting LMS Tech Services
- Connectwise - answering to all tech submitted ticket issues
- O365 admin, Basic Azure, Connectwise, Google admin, Datto RMM, IT Glue, Active Directory
- Active Directory - Create new user account, changing user passwords, updating user accounts. Onboarding and Offboarding users
- Reviewing, blocking and whitelisting emails
- MSP



## Training and seminar

On the Job Training | 2017 - 2018

Research Presentation | 2016



## Reference

### Technical Support Representative (Non voice)

Remote - Part-time  
April 2023 - June 2023

- Supporting Sweetgreen Network via chat and email support
- Answering to all tech submitted ticket issues about online ordering, internet circuits, machines and users app within the network via email
- Monitor restaurants ISP modems and POS if online or offline
- Meraki, Brink POS and VMware Velocloud

### Administrative Assistant

July 2018 - April 2023

- Inventory - monitor stock availability and organizing of goods with technical engineer.
- Logistics - make schedule for deliveries and arrangement of goods.
- Data entry - input all data related all in marketing and all goods from suppliers and delivered items.
- Sales Assistant - answer some email and phone inquiries. Assist with Sales consultant for the making of quotations
- Purchasing assistant - make purchase orders to suppliers to maintain stock availability.
- Accounting - Accounts receivable and Aging of Accounts.
- Clerical - Organizing, arranging and filing of documents.
- Close working with managers