

# Maria Angelie Oro

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## SKILLS

- Computer literate
- Basic Microsoft skills
- Customer Service
- Technical Support
- Excellent communication skills
- Self-management and willingness to learn

## EDUCATION

Global Power Skills Development Inc.  
Food and Beverage NCII

03/2015 – 05/2015

Informatics Computer Institute  
Bachelor of Science in Information Technology

06/2009 – 04/2011

## PROFESSIONAL DEVELOPMENT

- Cloud Computing Seminar
- EzWare Computing Solutions
- Getting Ready for the IT Job Market
- Internet Media and Information Literacy
- Digital Literacy
- Internet Media and Information Literacy
- Microsoft Skilling Summit

## PROFESSIONAL WORK

Customer Service Associate (Full-time)  
03/2022 – 11/2022

Accenture

- Provide best-in-class customer service and problem resolution to customer queries over chat based service.
- Assist customers with order management queries, account issues, product inquiries and provide functional and/or technical support for resolution of customer problems, incidents, issues, requests and queries.
- Ensure proper documentation, notification, escalation, and tracking and follow up of all incidents.
- Confirm customer understanding of the solution and provide additional customer education as needed

Subject Matter Expert (Full-time)  
07/2019 – 04/2021

Accenture

- Liaise with other support teams, or product teams as required to resolve requests/issues in a timely manner.
- Ensure proper documentation, notification, escalation, and tracking and follow up of all incidents.
- Assist agents with customer queries and take escalations whenever necessary

Compliance Officer (Full-time)  
10/2018 – 07/2019

Accenture

- Conduct compliance audits and interpret these reports for various departments
- Facilitate remediation of audit findings by training staff to make course corrections and prevent future violations

- Working with administrative leadership to provide adequate information to staff to ensure that they have the requisite information and knowledge of regulatory issues and requirements to carry out their responsibilities in a lawful and ethical manner

Customer Support/Retentions Specialist (Full-time)      Accenture  
12/2017 – 10/2018

- Maintain and retain customers by utilizing key relationship building skills and effective customer service techniques.
- Interact with customers to handle complaints and process orders.
- Provide best-in-class customer service and problem resolution to customer queries over the voice based phone service.
- Listen attentively to customer needs and concerns; demonstrate empathy.

Customer Service Associate (Full-time)      Accenture  
10/2015 – 12/2017

- Assist customers with account issues and inquiry, billing concerns, technical issues and provide functional and/or technical support for resolution of customer problems, incidents, issues, requests and queries.
- Liaise with other support teams as required to resolve requests/issues in a timely manner.
- Ensure proper documentation, notification, escalation, and tracking and follow up of all incidents.
- Confirm customer understanding of the solution and provide additional customer education as needed
- Proactively identifies ways to avoid recurrence of customer issues by improving the processes, reviewing technical articles, & recommending changes

Technical Support Representative (Full-time)      Stream Global Services  
07/2014 – 04/2015

- Handle questions via phone addressing hardware, software, or internet related issues.
- Support customers across telecommunication; meet customer requirements through first contact resolution.
- Reporting/escalating issues through the appropriate channels.
- Diagnosing & providing a path to resolving various technical issues.
- Strive to meet highest level of customer satisfaction by resolving customers issue in professional & timely manner.
- Multitasking through multiple systems while troubleshooting with customers.

ESL Teacher (Part-time)      Uihaktrust  
12/2012 – 01/2013

- Planning, preparing and delivering lessons to a range of classes and age groups.
- Preparing and setting tests, examination papers, and exercises.
- Organizing and delivering classroom lectures to students.
- Marking and providing appropriate feedback on oral and written work.
- Evaluating a students' class work and assignments.

IT Technician/Co-Owner      G-Chips Computer Center  
06/2006 – Present

- Manage day to day business reports
- IT/Technician for hardware/network related issue.