

Ana Agravante

Onboarding Support Administrator

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Dedicated Administrator professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Experienced Administrator with over 5 years of experience. Excellent reputation for resolving problems and improving customer satisfaction.

Skills	
Product development support	Advanced
Project Management	Advanced
Office Administration	Advanced
Salesforce.com Administration	Advanced
Artificial Intelligence (AI)	Advanced
Web Content Creation	Advanced
XML Databases	Advanced
XML Publisher	Advanced
Tableau	Upper intermediate
Microsoft Excel	Upper intermediate
JIRA	Upper intermediate
ServiceNow	Upper intermediate
Client-facing	Intermediate

Work History	
Jan 2018 - Jan 2023	<div>Onboarding Support Administrator <i>KMC Solutions, Pasig City, Manila</i><ul style="list-style-type: none">Worked within applicable standards, policies and regulatory guidelines to promote safe working environment.Carried out day-to-day duties accurately and efficiently.Worked flexible hours across day, weekend and holiday shifts.Received and processed stock into inventory management system.Conducted research, gathered information from multiple sources and presented results.Increased customer satisfaction by resolving issues.Learned new skills and applied to daily tasks to improve efficiency and productivity.Developed team communications and information for meetings.Delivered services to customer locations within specific timeframes.Used Microsoft Word,Excel and other software tools to create documents and other communications.Onboarded new data by entering employee information into systems.Identified issues, analyzed information and provided solutions to problems.Identified XML & HTML issues.Monitor upcoming XML file provided by the client.Provide weekly and monthly reporting using Tableau, PowerBI and Salesforce.Provide technical solutions thru Salesforce,ServiceNow and JIRA ticket.Managed and created conversation for AI/UI/Chatbots for Real Estates website.Meeting and email collaboration to our clients. (Client-facing).</div>

Jan 2017 - Jan 2018	<div>Service Desk Associate <i>ResultsCX Manila, Pasig City, Manila</i><ul style="list-style-type: none">Resolved common user concerns by utilizing preset issue resolution scripts.Engaged in user support interactions via telephone, chat and email platforms.Collaborated with internal partners to effectively resolve user issues.Diagnosed and resolved user system functionality issues to enable completion of desired operations.Entered service tickets into incident tracking system to facilitate faster problem identification and resolution.Identified system hardware, network infrastructure and connectivity issues that prevented execution of user-initiated tasks.</div>
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Education	
Jun 2013 - Apr 2016	<div>Elementary Education <i>Tanauan Institute - Tanauan Batangas, PH</i></div>

Certifications	
Jan 2022	Linkedin Marketing Ads, Linkedin- Jan2022