

# PAUL ADRIANNE MARISTELA



## PROFESSIONAL SUMMARY

Highly motivated professional with 9+ years of experience in customer service management and office administration, seeking to leverage strong problem-solving, analytical, and communication skills in a customer-facing role.

Eager to apply technical expertise and interpersonal skills to a new field focused on Office Administrative duties, Sales or Stock Associate, and Hotel/Restaurant Hospitality.



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Al Muraqabat, Deira, Dubai



Philippines



## EDUCATION

LYCEUM OF THE PHILIPPINES UNIVERSITY –  
BATANGAS, PHILIPPINES  
BACHELOR OF SCIENCE IN INFORMATION  
TECHNOLOGY  
March 2010 – March 2014



## VOLUNTEER EXPERIENCE

**Food Service Volunteer**  
**TATA Consultancy Services**  
**BGC, Taguig City, Philippines**  
**May 2023 – Sep 2023**

- Respond and attend to the clients requests
- Prepare drinks and food items with appropriate portions
- Follow food and beverages safety procedures
- Maintain the privacy of guests at all times
- Ensure food and beverage supplies are appropriately secured



## WORK EXPERIENCE

**TECHNICAL SERVICE DESK OFFICER**  
**TATA Consultancy Services**  
**BGC, Taguig City, Philippines**  
**December 2019 – September 2023**

- Provide clear and concise step-by-step support to guide clients via phone calls, chats and emails
- Keep detailed copy records of new installations and related licenses
- Setting up conference meetings with operation manager and clients
- Creation and modification of LINUX accounts (User and Groups)

**CUSTOMER SERVICE ADMINISTRATOR**  
**TATA Consultancy Services**  
**BGC, Taguig City, Philippines**  
**January 2019 – November 2019**

- Provide call, chat and email assistance to client to which access request they need to request for to suit their access-role needs
- Provide feedback to request managers and developers on which access links must be changed or updated to avoid any possible malware or phishing threats with hard and soft copy file documents
- Implement automation to maximize organizational resources and promote consistent service levels

**ASSISTANT CUSTOMER SERVICE ADMINISTRATOR**  
**TATA Consultancy Services**  
**BGC, Taguig City, Philippines**  
**May 2018 – January 2019**

- Respond to client's call and email with efficient process documentation
- Clearly and accurately analyze documents to aid work process
- Provide system-created ms office (word, excel, powerpoint) reports to engineering teams to design and implement technical solutions to improve customer service functionality



## CERTIFICATIONS AND TRAININGS

- **THE FUNDAMENTALS OF DIGITAL MARKETING**  
Google  
Issued: July 2023
- **Introduction to Prompt Engineering for Generative AI**  
LinkedIn  
Issued: August 2023
- **Introduction to Career Skills in Data Analytics**  
LinkedIn  
Issued: August 2023
- **CompTIA Cybersecurity Analyst (CySA+) (CSO-002) Certification**  
LinkedIn  
Issued: August 2023
- **Career Essentials in System Administration**  
Microsoft and LinkedIn  
Issued: August 2023
- **Active Directory on Windows Server**  
Udemy  
Issued: September 2023
- **Active Directory and Policy Lab**  
Udemy  
Issued: September 2023
- **IT Troubleshooting Skill Training**  
Udemy  
Issued: September 2023



## WORK EXPERIENCE

### Access Management Services Officer

**IBM**

**Mandaluyong, National Capital Region, Philippines**

**MAY 2014 – April 2018**

- Provide clear and concise step-by-step support to guide clients via phone calls, chats and emails
- Setting up conference meetings with operation manager and clients
- Provide access to secured and sensitive information (Files, drive paths, and other work-related data)
- Grant IBM system mainframe software and security access (CICSP1, CICSPG, C++ built in mainframe)
- Modify base roles, personal and shared mailbox access, and software authorization to customers



## SKILLS

### HIGHLIGHTS OF QUALIFICATIONS

- Friendly and outgoing to efficiently deal with people
- Maintain office workstations clean and organized
- Able to manage multiple priorities simultaneously
- Special focus on meeting deadlines
- Ability to perform exceptionally well with co-workers and managers

### PHYSICAL CAPABILITIES

- Ability to stand for extended periods
- Can work overtime as per operations need
- Demonstrated ability to lift and carry up to 10 kilograms
- Neat and professional appearance

### ADDITIONAL CAPABILITIES

- Ability to adapt in fast-pace work environment
- Efficient in MS Office Applications (Word, Excel, Powerpoint)
- Outstanding communication skills
- Enthusiastic to deal with customers in a professional manner