

# Karla Jane C. Ramos

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To acquire a position within the field of Information Technology with a company that will allow me to demonstrate my skills, knowledge, and desire to grow as an individual.

## Experience(s)

**2016 - 2022**

**RA Computer Trading Inc.**

**General Manager and Head technician for Hardware and Software**

- Assembling hardware components
- Installing Operating System and Data processor
- Responsible for analyzing and evaluating technical concerns
- Assisting with a wide range of issues, including connection problems, network failures, poor computer programmes and data transfer
- Providing technical support to clients and end users
- Invoicing and documentation
- Distributing products to customers and clients

**September 2022 - May 2023**

**Covey Health Solutions Inc.**

**Member Services Advocate**

- Processing claims/ sending members their medications through mail order.
- Following HIPAA privacy law/guidelines.
- Addressed and resolved customer product complaints empathetically and professionally.
- Handling Part-D Plan and (Prescriptions) • Billing / GCR

**June 2023 - June 2025**

**TaskUs Inc. Chateau Anonas**

**Turo Active Trip Agent**

- Handling email and calls from guests and/or hosts
- Processing refunds, invoice(s)
- Alteration with reservation such as: Vehicle swap, trip extension, modifying trips
- Processing early/late return, vehicle impound escalation
- Host vehicle re-listing, alteration with listing and pricing

## **Education**

**University Of Manila**

June 2012 - March 2013

Bachelor of Science in Accountancy Major in Financing Accounting

**Jose F. Diaz Memorial High School**

June 2007 - March 2012

**Quirino Elementary School**

June 2000 - March 2007

## **Competencies**

- Leadership
- Data Management and Analytics
- Project management skills Attention to details Problem solving
- Communication
- Understanding to system and networks