

## Contact

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## Top Skills

Management  
Project Management  
Business Analysis

## Languages

English (Native or Bilingual)

# Marie Christine Elnas

Independent Contractor at Appen  
Calabarzon, Philippines

## Summary

I have years of experience working on an office job and the longest was with HP as a Technology Consultant. I must ensure that the internal IT runs smoothly by monitoring, creating, and maintaining our systems and applications. Handled known issues like incident ticket fulfillment requests and other ad hoc tasks.

My experience as an Email Support Agent remote job was to answer all queries and complaints via email only and liaise with vendors/merchants.

Right now I'm an Independent Contractor at Appen.

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## Experience

### Appen

Independent Contractor  
March 2019 - Present (5 years 6 months)  
Cainta, Calabarzon, Philippines

Data Collection, Social Media Evaluator. and Web Research.

### Aussie Commerce/LUX Group

Email Support Agent  
November 2015 - July 2016 (9 months)

Responsible for answering all queries and complaints via email only.  
Liaising with vendor/merchant.

### Hewlett Packard Enterprise

Technology Consultant I  
August 2013 - March 2015 (1 year 8 months)  
Two Cyberpod Centris EDSA, Eton Centris, PHILIPPINES

Manage Service Manager Queue. Creates SM9 tickets, and manages IDOC monitoring in SAP. Manage health and system checks. Manage created tickets per row. Process Audit and coordinate the updated file through email.

Prepares updated handover details for the next DM. Updates the HO tool.  
Prepares RTSLA for DTR  
purposes. Archive files. Resolves incident tickets and fulfillment requests. I  
have been given the privilege  
of working from home.

**Manpower Outsourcing Services Inc./ Hewlett-Packard**  
**English SAP Support**  
November 2010 - August 2013 (2 years 10 months)

Manage Service Manager Queue. Creates SM9 tickets, and manages IDOC  
monitoring in SAP. Assigns the tickets created  
for rows. Process Audit and coordinate the updated file through email.  
Prepares updated handover  
details for the next DM. Updates the HO tool. Prepares RTSLA for DTR  
purposes. Archive files.

**TELETECH CUSTOMER CARE MANAGEMENT PHILIPPINES, INC.**  
**Customer Experience**  
December 2009 - August 2010 (9 months)

Responsible for customers' billing inquiries. Answers to general inquiry/  
account inquiry. Responsible  
for injecting sales to the caller, making sure we know all the products and  
plans we offer  
Injecting sales and making a sale. Handles order follow-up to, SIM Card  
activation, prepares relocation  
requests, activates/deactivates features. Save and win back support level 1.  
Prepares cancellation  
requests. Email support.

**SHOPPING CENTER MANAGEMENT CORPORATION**  
**Human Resources Assistant**  
January 2006 - March 2007 (1 year 3 months)

Responsible for encoding time keeping forms for Direct employees and  
Agency employees. Monitors daily attendance. Prepares Monthly Reports.  
Responsible for Initial interview of applicants and background check-up for  
potential applicants . Checks Manual Billings versus ETMS. Acts as a reliever  
to other SM branches. Responsible for organizing employees forms and files.

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## Education

University of the East Manila

Bachelor of Science (B.S.), Psychology · (2001 - 2005)