



LUISTRO, MA. EMILYN A.

CONTACT

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Northridge classic Subd.,
Brgy. Sto Cristo, San Jose Del
monte City, Bulacan

EDUCATION

2015-2018

ICCT Colleges -Cainta Rizal

- BSBA Major in Marketing Management

SEMINARS

- "Financial Wellness" & "Project Management" (February 13, 2018)
- "Financial Literacy" & "Project 101" (February 13, 2018)

SKILLS

- SQL Analytics
- Technical skills
- Oracle Databases
- Leadership
- Azure
- Email & Phone Outreach
- Critical Thinking
- Calendar & Schedule Management
- SAP ERP
- Power BI Automation

LANGUAGE

English (Fluent)

PROFILE

Motivated, results-driven and Cross-Skilled professional with experience in technical support, team leadership, and marketing tasks. Skilled in assisting customers, solving technical issue, and working well with a team. Always eager to learn and grow while contributing to a company's success.

WORK EXPERIENCE

2021 - PRESENT

Accenture

SW/App/Cloud Tech Support Associate

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives.
- Lead, mentor, and manage a high-performing marketing team, fostering a collaborative and results-driven work environment.
- Monitor brand consistency across all marketing channels.
- Maintained a professional and customer-focused communication style across voice and email channels.

Team Sub Leader:

- Successfully communicated with all team members to navigate job duties and complete daily tasks.
- Established open and professional relationships with team members which facilitated communication, quickly resolving issues and conflicts.
- Shouldered management responsibilities during absence of manager.
- Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Managed and coordinated user and team calendars for issue resolution, follow-up calls, and remote support sessions

Homeworld Shopping corp

2019

Salesclerk

- Assist customers
- Handle customer complaints

WORK EXPOSURE

2018

On-the-job training

Chevrolet Commonwealth Sales Receptionist

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
- Answering screening and forwarding incoming phone calls.
- Receiving and sorting daily mail.

REFERENCE

Josie Gulfo Rivas

Operations Associate

Phone: 09277044432

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Jewel Belle Oliveros

Client Support 1

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