

Miriam Rose Malaquias

Oakland, CA

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Professional Summary

IT background with over 10 years of diverse experience, Organizational development, technical expertise, and small business owner experience. Certified Associate in Project Management (CAPM) with additional expertise in web design, and technical writing. Assisted in coordinating cross-functional teams, aligning business strategies with organizational goals, and driving successful project outcomes. Strong communication skills and experience supporting diverse clients. Proven ability to resolve issues, provide solutions, and deliver excellent service while maintaining a positive brand experience.

Core Competencies

- Customer Service and support
- Quality Assurance & Problem Solving
- Visionary and creative
- Problem solving
- Project Management knowledge and experience
- Communication & active listening
- Risk Analysis & Problem-Solving
- Call Handling and Documentation
- Conflict Resolution
- **Technical Skills:** Technical Troubleshooting, Web Development, Data Analysis, Graphic design, Technical writing. Microsoft Office
- **Project Tools:** Agile, Scrum, and CAPM, Jira, MS Project, SAP, CRM, Teams
- **Web Development:** HTML, CSS, Dreamweaver, SQL, LINUX, SQL Server
- **Design Tools:** Adobe Photoshop, Premiere, InDesign

Key Achievements

Technical Expertise & IT Solutions

- Designed and maintained website content and architecture using HTML, CSS, and Dreamweaver, improving system efficiency and functionality.
- Custom-built online forms, reducing manual input errors and improving data accuracy.
- Developed custom wireframes and usability tests that enhanced the design and functionality of a Fortune 500 company's online systems.
- Design Pdf, eBook, hardcopy book and book cover
- Published Author

Project Management & Leadership

- Assisted cross-functional teams to successfully deliver multiple IT and web-based projects, consistently meeting deadlines and budget constraints.
- Streamlined business operations and improved efficiency by developing workflows and processes, reducing task completion times by up to 20%.
- Spearheaded the redesign and usability testing of corporate websites, improving user experience and reducing customer complaints by 30%.

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Customer Service & Communication

- Increased customer satisfaction by implementing tailored solutions to meet diverse client needs in roles with Electrolux and Desert Financial Credit Union.
- Established strong client relationships by leveraging exceptional interpersonal skills, resulting in increased customer retention rates.
- Acted as a liaison between technical teams and non-technical stakeholders, ensuring project goals were clearly communicated and achieved.

Professional Experience

Customer Service Representative

Electrolux, Augusta, GA | 07/2020 – 08/2022

Worked from 07/2022–12/2022 through Loop Recruiting, and from 12/2022–08/2022 directly with Electrolux. Assumed responsibility for identifying customer needs and providing appropriate information, solutions, and recommendations to diverse clients. Served as a liaison between customers and employees through exceptional communication, interpersonal, and relationship-building skills. Utilized technical competency, business acumen, and creative problem-solving to maximize customer service, acquisition, retention, and loyalty.

- Facilitated customer communication and order management using SAP, CRM, and Microsoft Teams.
- Created innovative solutions for complex issues and conflicting customer needs.
- Increased revenue and profit by successfully upselling company products.

Consultant/Web Developer/Designer/Technical Writer (Part-Time)

Self-Employed | 01/2011 – 02/2018

- Designed and maintained websites and created technical content for clients, enhancing their digital presence.
- Edited and published books, managed social media platforms, and created marketing collateral using Adobe Photoshop and Premiere.

Bank Teller

DSCU (Now: Desert Financial Credit Union) — Surprise, AZ | 09/2012 – 03/2013

Temporarily seasonal Job. Performed clerical, administrative, and customer service duties while implementing technical, organizational, time-management, and communication skills. Supported customers while processing transactions, reconciling discrepancies, and handling deposits, withdrawals, and payments. Recommended will, trust, and mortgage services to diverse customer groups.

- Presented new products and maximized customer satisfaction by identifying needs and requirements.
- Enhanced profitability by ensuring accurate cash drawer reconciliation.
- Demonstrated proficiency with banking software and systems while adhering to financial and security regulations.

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System Analyst

Synergy Seven (with Arizona Public Service), Phoenix, AZ | 05/2008 – 01/2011

Monitored Eprise content management processes and procedures, troubleshooting issues to improve company performance, productivity, and profitability. Coordinated curriculum, interactive websites, and lesson plans to reduce training time and enhance retention for APS-sponsored education initiatives. Performed coding, website design, and technical writing.

- Designed, coded, and modified website pages for APS using HTML, CSS, Dreamweaver, and Eprise frameworks.
- Supported employees and customers by enhancing understanding of the website and online forms.
- Reduced incoming calls and improved customer service by designing web-based forms using JavaScript.

Usability Specialist

Apex Systems (with US Airways), Tempe, AZ | 10/2007 – 01/2008

Assisted lead usability specialist and project manager in performing evaluations and inspections to ensure proper operation of website systems. Supported development and functionality enhancements to serve users of varying ability levels. Analyzed policy issues related to system usability and served on a cross-functional team testing the US Airways website during the design phase.

- Collaborated with designers to develop wireframes aligned with usability standards and company goals.
- Reduced customer complaints by complying with usability rules, resolving issues, and improving user experience.
- Contributed to website redesign efforts and identified opportunities for continued improvement.

Education & Certifications

- **Master of Science in Information Technology** | Clarkson University, NY | 2007
- **Bachelor of Arts in General Studies** | Mount St. Vincent Univ. Canada | 1996
- **Certified Associate in Project Management (CAPM)** | PMI | 2022
- **Certified ScrumMaster (CSM)** | Scrum Alliance | 2017

Languages

English – Fluent speaking and writing

Swahili – Fluent speaking and writing