

Hazel Dino

A.W Bin Shibib Twin Tower B, Al Nahda 1, Dubai UAE • 0583063411 • shazeldino@gmail.com

Visa Status: Tourist Visa | Valid Until: November 16, 2025



Experienced professional in the Travel and BPO/IT support industries. Skilled in customer service, ticketing, visa processing, and IT Service Desk. Highly organized, adaptable, and able to work effectively under minimal supervision.

Experience

OCTOBER 2018 – FEBRUARY 2025

Senior System Engineer | Cognizant Technology Solutions | Taguig City, Philippines

- Resolved technical issues and supported business partners using knowledge base tools
- Logged, documented, and closed service tickets efficiently
- Delivered customer service through human, digital, and automated channels
- Suggested process improvements and best practices

JANUARY 2017 – SEPTEMBER 2018

Customer Support Associate | Convergys Phil. | Mandaluyong City, Philippines

- Handled inbound calls for account setup and troubleshooting
- Processed debit/credit card payments and verified transactions
- Supported team transitions and acted as SME for escalated concerns

MARCH 2015 – NOVEMBER 2016

Travel Consultant | Kasri Travel and Tourism LLC | Al Jafiliya, Dubai, UAE

- Processed UAE visa applications via DNRD portal
- Handled hotel bookings, ticketing, and client travel arrangements
- Verified passenger details and ensured compliance with travel regulations
- Monitored company legal documents and employee visa records

Skills

Problem Solving & Fast Learning • Proficient with Ticketing tools • Multi Channel Communication Support
• Excellent in Customer Service • Office 365 & Active Directory Basic Troubleshooting • Remote Troubleshooting

Education

APRIL 2014

Bachelor of Science in Computer Engineering | Baliuag University | Bulacan City Philippines