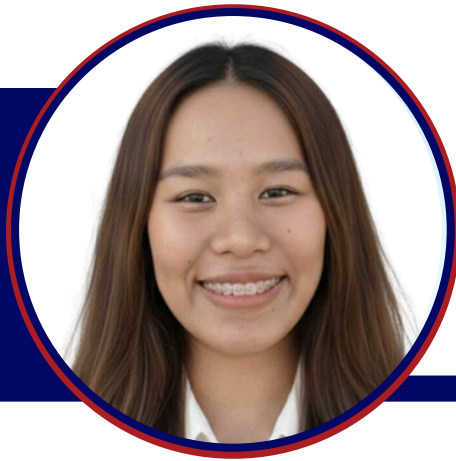




ALLIANA

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE/TECHNICAL SUPPORT (FINANCIAL – QUICKBOOKS ONLINE)

Concentrix (Client: Intuit) | September 2022 – January 2026 (3 Years, 4 Months)

- Supported business owners and accountants by assisting with QuickBooks Online bookkeeping functions, payroll processing, payroll tax concerns, and technical issue resolution while maintaining accurate financial records and delivering high-quality customer support.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Technical Support
- Financial Account Support
- Bookkeeping
- Payroll Processing Support
- Payroll Tax Issue Handling
- Data Entry
- Administrative Tasks
- Email Management
- Time Management
- Attention to Detail
- Problem Solving
- Interpersonal Skills
- Computer Literacy

TECHNOLOGY

- QuickBooks Online
- Salesforce
- Canva
- Airtable
- Asana
- Google Sheets
- Google Docs
- Google Calendar

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