**Mayra Danira Perales Duran**

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**EDUCATION**

Brookhaven College Dallas, Texas

English Courses 1999-2002

Art Painting 2000-2002

**LEGAL EXPERIENCE**

Qwest Communications Dallas, Texas

1997-2005

Position primary responsibility was to handle end-user phone requests and resolves issue over the phone whenever possible, escalation point for Oracle Support issues from within Help Desk and other sites, routes IT issues to second level support when necessary and tracks to resolution, documents all calls in Remedy call tracking database.

Other duties included using remote access tools to repair and help users with various system issues, help to build and maintain the Help Desk knowledge base, as well as been responsible for all first-level support for employees and Partners on all IT issues.

**OBJECTIVE**

Seeking a challenging and rewarding career position where my educational background and past work experience can be utilized immediately to produce profitable results and promote personal growth and professional advancement in the future.

I am a Spanish native speaker and I have been working on English-spanish translations for the past 10 years on my own, and currently, I am charging $0.06 per English word, and I am available chat thru MSN on e-mail for further information, and I have been living in Mexico since 2005.