[245816@gulfjobseekers.com](mailto:245816@gulfjobseekers.com)

**Career Objective:** To secure a challenging position where customer service, sales, computer skills, organizational skills, and ability to work well with people can contribute to the company's profitability.

**EDUCATIONAL ATTAINMENT**

|  |  |  |
| --- | --- | --- |
| 2007-2008  2006-2007 | Bachelor of Science in Hotel and Restaurant Management  Undergraduate  High school Graduate  With Honors | University of Baguio  General Luna Road  Baguio City, Philippines  Irisan National High School  Purok 3, Irisan  Baguio City, Philippines |

**WORK EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| December 2013 – September 2015 | **Account Manager, CSR III**   * Resolves customer complaints via phone and email * Identifies and escalates priority issues * Uses telephones to reach out to customers and makes follow up customer calls when necessary * Utilizes computer technology to handle high call volumes. * Works with customer service senior managers to ensure proper customer service is being delivered. | | AEGIS-People Support | Teleperformance Philippines  SM Fiesta Strip, Harrison Rd., Baguio City, Philippines |
| May 2012 – December 2013 | **Executive, CSR II**   * Answers incoming phone calls * Resolves all accounts issues on student loans * Documents all call information according to standard operating procedures | | AEGIS-People Support | Teleperformance Philippines  SM Fiesta Strip, Harrison Rd., Baguio City, Philippines |
| November 2010 – January 2011  October 2009 – November 2010  January 2009 – September 2009 | **Escalations Team Member, Tier 2 Specialist**   * Manages and resolves customer complaints * Identifies and escalates priority issues * Point of escalation for Customer Service Representatives and Specialists with questions and/or difficult situations. * Assists Team Lead in meeting performance metrics within the call center   **Inbound Customer Service Representative**   * Answer incoming phone calls and respond to emails * Process orders, forms and refund requests * Helps find the right products   **Customer Service Associate (Billing Representative)**   * Corresponds with customers to resolve billing issues and queries * Document all call information * Assists with billing complaints, errors, account questions, and other queries. | | SiTEL – Pioneer, Philippines  Mandaluyong City, Philippines  SiTEL – Pioneer, Philippines  Mandaluyong City, Philippines  SiTEL – Baguio, Philippines  Baguio City, Philippines |
|  | |

**SCHOLASTIC ACHIEVEMENTS**

Certificate for Academic Scholar

University of Baguio

Second Semester 2007-2008

With Honors

Irisan National High School

2006-2007

Junior Nurse Awardee

Irisan National High School

5th Honor

Irisan National High School

2005-2006

9th Honor

Irisan National High School

2005-2006

2006-2007

**PERSONAL INFORMATION**

Age: 25

Date of Birth: September 2, 1990 Place of Birth: Quezon City, Philippines

Gender: Female Civil Status: Single

Nationality: Filipino Languages: Filipino, English

Height: 5'2” Weight: 110 Lbs.

eVisa: Visit