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**

|  |  |  |
| --- | --- | --- |
| 2007-20082006-2007 | Bachelor of Science in Hotel and Restaurant ManagementUndergraduateHigh school GraduateWith Honors | University of BaguioGeneral Luna RoadBaguio City, PhilippinesIrisan National High SchoolPurok 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 PhilippinesSM 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 PhilippinesSM Fiesta Strip, Harrison Rd., Baguio City, Philippines |
| November 2010 – January 2011October 2009 – November 2010January 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, PhilippinesMandaluyong City, PhilippinesSiTEL – Pioneer, PhilippinesMandaluyong City, PhilippinesSiTEL – Baguio, PhilippinesBaguio 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