**First Name of Application CV No:** **1652682**

Whatsapp Mobile: +971504753686



**SUMMARY
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Seasoned customer service specialist with 7 years of work experience, with several years’ tenure in management, including a low-level position in a fast paced call centre environment. Results-oriented with diverse background in telecommunications services. Dedicated to providing excellent customer service and making operational and procedural improvements. Superior computer skills and telephone etiquette. Maintains a high level of professionalism, patience and efficiency to increase customer loyalty.

**HIGHLIGHTS**

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| Customer service management expertise  | Call center management experience |
| Conflict resolution proficiency | Quality service solutions expert |
| Effective communication  | Dedicated to process improvement |
| High customer service standards | Negotiation competency |
| Telecommunications knowledge | Training manual contributor |

**EXPERIENCE**

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**Senior Finance Services Agent**

Cavite

May 2014 - February 2016

* Multi-skilled to handle account/ billing issues, technical support,  financial information and collection
* Demonstrated mastery in negotiation skills resulting to 30% increase in collection rate
* Provided reliable recommendation to help customer reduce financial over-commitment with monthly charges by developing best-fit plan increasing customer loyalty by 38%
* Increased customer retention by 21% during the last quarter of 2015 through effective education of targeted retention offers
* Managed high-risks accounts and concentrated in dollar per contact rate which improved collection from past due accounts increasing company revenue by 40%

**Senior Customer Service Representative**

Muntinlupa City

December 2012 - May 2014

* Provided accurate and appropriate information in response to mobile customer billing and service inquiries
* Awarded for an impressive 100% Net Promoter Score based on customer overall satisfaction
* Demonstrated commitment to quality service with above 95% average quality score
* Had an impressive 88.89% Issue Resolution rate and only 1.52% Transfer rate indicating efficiency and customers' issue were resolved on the first contact
* Cross-trained for a pioneer team to concentrate on customers with National Broadband transition

**Team Leader**

Quezon City

August 2010 - November 2012

* Analyzed overall team performance and conducted team meetings, focused group discussions and call calibrations with agents ensuring 100% quality adherence and drive positive team performance
* Initiated Training Needs Analysis program which resulted to 98% overall team quality score
* Facilitated cross-training with tenured agents to pioneer a small business solutions campaign with positive success
* Interviewed, hired and trained new quality customer service representatives
* Contributed in creating effective training manuals targeted at resolving even the most difficult customer issues.
* Developed processes which improved customer loyalty and increased new customers by more than 35%
* Routinely monitored calls and evaluated QA reports  to identify problems and areas for improvement and immediately addressed them through effective coaching
* Addressed negative customer feedback immediately and built customer loyalty by placing follow-up calls and ensured issue resolution
* Facilitated information flow between customer service, account management operations, quality assurance, training and payroll departments to guarantee call center objectives were met
* Integrated department's secondary incentive performance plan which motivated agents and reduced absenteeism by more than 25%

**Customer Service Representative**

Pasig City

 February 2009 - July 2010

* Provided account information and issue resolution for billing issue
* Achieved customer satisfaction rating of 85% within 6 months, exceeding corporate target.
* Cross-trained as one of the pioneers for landline technical support with 80% improved rate of resolved trouble tickets
* Served as mentor to junior team members

**SKILLS**

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| Excellent communication skills (oral/written)  | Team player  |
| Computer Proficiency | Attention to detail  |
| Complex Problem Solving | Customer/service Orientation  |
| Telephone Skills | Customer Focus |

**EDUCATION**

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**Polytechnic University of the Philippines**

Bachelor of Science in Industrial Engineering –Undergraduate 2008

**Trece Martires City National High School**

Secondary Education/High School Diploma – Graduated 2005

## TRAININGS COMPLETED

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| Financial Information Confidentiality Compliance | July 2015 |
| Customer Proprietary Network information  | Sep 2014 |
| Business Writing and Email Etiquette | Aug 2012 |
| Compliance Training- Consumer Law | Aug 2012 |
| Coaching Fundamentals and Leadership | Jun 2012 |
| Time Management Training | Aug 2011 |

**PERSONAL INFORMATION**

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Date of Birth: March 19, 1989

Age: 27

Civil Status: Single

Nationality: Filipino