**First Name of Application CV No:** **1652958**

Whatsapp Mobile: +971504753686



**Profile**

Diligent, good organizational skills and ability to prioritize and make decisions independently. Well-trained at building effective, productive working relationships with clients and staff and for solving complex problems in a fast-paced environment with excellent customer relationship skills, effective communications that consistently contribute to continuous process improvement.

**Career Objective**

To establish a career path that will continuously provide intellectual challenge and personal growth.

To be able to contribute all the necessary support to the company that will pave the way for the fulfillment of its set goals.

**Career History**

**Subject Matter Expert (January 2015– January 2016)**

***Teletech Philippines***

Philippines

* Handled Bank of America Deposit products
* Handling Escalation Calls
* Job description is tagged as an immediate supervisor
* Provides an immediate support to associates

**Customer Service Representative (July 2014 – January 2015)**

***Teletech Philippines***

Philippines

* Handled Bank of America Deposit products
* Explaining the bank’s policies and fees
* Troubleshooting online banking
* Answering general concerns
  + Fee refunds & fee waiver
  + Travel Notification
  + Credit Card Payment
  + Funds Transfer
  + Updating account holder’s profile
  + Balance inquiry
  + Replacement of ATM/Debit Card

**Sales & Services Representative 2 (April 2013 – April 2014)**

***Convergys Philippines***

Philippines

* Handled Macy’s Credit Accounts
* Explaining the policies of the product
* Quoting interest rates
* Answering customer’s general request
  + Processing of payments
  + Refund requests
  + Travel Notification
  + Credit card replacement

**Education**

**Tertiary School**

*Institute of Creative Computer Technology*

Philippines

Bachelor of Science in Information Technology (4th Year College)

2009 - 2013

**Personal**

|  |  |
| --- | --- |
| * Born: May 4, 1992 |  |
| * Status: Single |  |
| * Health: Excellent |  |
| * Weight: 68 kgs. |  |
| * Height: 5’6” |  |