**GENEVIE**

[**GENEVIE.276946@2freemail.com**](mailto:GENEVIE.276946@2freemail.com)

**OBJECTIVE:**

Client-focused professional in search of opportunity that will allow me to utilize my experience as a Customer Service representative and grow within a company.

**PROFILE:**

* Proven record of accomplishments in servicing clients in the Telecommunication industry.
* Committed to handling High Escalation Complaints while providing excellent customer service.
* Award-Winning representative. Received commendations from Clients about Customer service satisfaction.
* Awarded as the most outstanding Escalations Manager in May 2015 amongst group of escalations representatives.
* Was assigned to support fellow Escalations managers to meet the campaign targets and share best practices.

**CORE QUALIFICATION**

* Graduate of Associate in Computer Technology.
* Customer Service Professional. Ability to respond to the clients and anticipate their needs.
* Achieved goals in a timely manner while providing excellent client service.
* Computer literate (MS Office: Word/ Excel/ PowerPoint/ Outlook).
* Excellent written and communication skills.
* Accustomed to work with minimal supervision in a fast paced environment.
* Career Oriented. A proven starter, self motivated and goal driven.

**WORK EXPERIENCE:**

**POSITION: ESCALATIONS MANAGER**

**DEPARTMENT: FAULTS MANAGEMENT TEAM / ESCALATIONS TEAM. Transcom Worldwide (Philippines), Inc.**

**Transcom Center Building, #167 EDSA, Mandaluyong 1555 February 2013 – February 2016**

**Job Description:**

* Inbound and Outbound Calls
* Scope includes high escalation complaints focused on objection handling for technical issues.
* Voice with Data issues and retention are supported.
* Handled supervisor calls from the frontline team
* Handled OFCOM/Regulatory group escalated complaints
* Validated cases for possible CEO escalations
* Conducted case management for high level cases
* Arranged engineer appointments to address data, voice and TV service issues.

* Offered enticing retention deals such as monthly discounts or premium routers.
* Suggested and performed proper troubleshooting steps to resolve customer’s broadband and telephone issues.
* Supported Billing concerns

**POSITION: TECHNICAL SUPPORT REPRESENTATIVE / CUSTOMER**

**SERVICE REPRESENTATIVE**

**DEPARTMENT: TECH1 / RECONTRACTS TEAM Transcom Worldwide (Philippines), Inc.**

**3/F Transcom Center, E. Rodriguez Jr. Avenue, Forntera Verde, Pasig, Philippines**

**June 2010 - January 2013**

**Job Description:**

* Inbound Calls
* Voice and Data issues are supported.
* Scope covers upselling or renewing customer contracts for retention while still handling voice and data issues.
* Identified eligible customers for retention/contract renewal such as those who have 6 months remaining in their contracts
* Offered enticing retention deals such as monthly discounts or premium grade routers
* Escalated formal complaints and other concern of the subscribers to our immediate supervisor.
* Suggested and performed proper troubleshooting steps to resolve customer’s ADSL broadband issues such as the following:

**POSITION: TECHNICAL SUPPORT REPRESENTATIVE**

**DEPARTMENT: TELETECH CUSTOMER CARE MANAGEMENT 1st-3rd Floor Robinsons Place, Ortigas Extension Cainta Rizal Position: Technical Support Representative.**

**June 2006 – December 27, 2010**

**Job Description:**

* Inbound Calls
* Initiates appropriate actions to resolve customer complaints.
* Escalated formal complaints and other concern of the subscribers to our immediate supervisor.
* Uses the telephone as a marketing medium to sell and promote products and services description
* Promoted premium services for upselling
* Suggested and performed proper troubleshooting steps to resolve customer’s broadband issue.

**PERSONAL DETAILS:**

Date of Birth: December 22, 1987

Place of Birth: Marikina, Philippines

Height : 4’11

Language Spoken: English, Tagalog

**SPECIAL SKILLS:**

* Computer Literate
* Microsoft Windows, 2000, XP, Vista & 07
* Knowledgeable in basic computer operations and Troubleshooting.
* Knowledgeable in MS Office

**EDUCATIONAL ATTAINMENT:**

Associate in Computer Technology System Technology Institute (2004-2006)