***`***

**OBJECTIVE**

To be to able work in an environment that could enhance and develop my skills.

 To contribute in the progress of your Company and be a part of your success.

**PROFESSIONAL PROFILE**

* Proper phone etiquette
* Ability to speak and write clearly and accurately
* Demonstrates proficiency in typing and grammar
* Knowledge of customer service principles and practices
* Willingness to co-operate with others and work to the greater good
* Knowledge on Microsoft Office Tools like Microsoft Word, Excel,

 PowerPoint, etc.

* Knowledge on MAC applications and tools.
* Knowledge in Adobe Photoshop and Micro Media Flash.
* Knowledge on Programming Languages such as Visual Basic, Basic

 6.0 And Java.

* Knowledge in Networking
* Working knowledge on hardware and software installation.
* Can work long hours and willing to work on shifts and holidays.
* Excellent spoken and written English.
* Can easily adapt to changes and to a new working environment.
* Have passion for work

**WORKING EXPERIENCE**

**CUSTOMER SERVICE REPRESENTATIVE**

 ***Etisalat,*** ***Emirates Telecommunications Company***

 Prestige Account

Etisalat Contact Centre

 UAE

 January 2015 – January 2016

*Responsibilities:*

* Diagnose and resolve customer’s problem with Internet Connection Problems, IPTV, Landline and Mobile Problems over the phone.
* Creates ticket for issues outside the scope of support and send it

designated team.

* Answers inquiry about the product and services provided by the

company.

**TECHNICAL SUPPORT REPRESENTATIVE**

 ***24/7 Customer Philippines, Inc.***

 September 2014- November 2014

*Responsibilities:*

* Working with customers to identify computer problems and advising on the solution
* Diagnose and resolve technical hardware and software issues involving internet connectivity, web mails and more.

 **IT HELPDESK ANALYST**

 ***Xerox Services Inc.***

 March 2014 – August 2014

*Responsibilities:*

* Provides initial assessment, triage, research and resolution of basic

 Incidents and request regarding the use of application software

 Products and /or infrastructure components

* Addresses and resolves basic incidents and requests; logs all incidents and requests; engages other service desk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility.
* Creates a positive customer support experience and builds strong

Relationships through deep problem understanding, ensuring timely

Resolution or escalation, communicating promptly on progress, and

handling customers with a consummately professional attitude.

**COLLECTIONS SPECIALIST**

 ***Stream Global Services***

 July 2011 – March 2014

 *Responsibilities:*

* Keep tracks of accounts that are not current and contact customers for past due amounts.
* Contact customers with delinquent accounts
* Make customers aware of late fees for payment
* Negotiate fees and implement a strategic payment plan that suits the customer’s needs

**TECHNICAL/CUSTOMER SERVICE REPRESENTATIVE**

 ***Stream Global Services***

 July 2011 – March 2014

 *Responsibilities:*

* Provides high level of technical assistance to clients / customers, installation and troubleshooting their phone devices.

* Providing utmost customer service to clients / customer with their inquiries and problems over the phone.
* Assisting and resolving issues of customers with quality of service.

**Manager On Duty (MOD) - Vonage CSOBQ**

July 2013-November 2013

 **Subject Matter Expert (SME) - Vonage CSOBQ**

November 2012-January 2013

**TECHNICAL SUPPORT REPRESENTATIVE**

 ***Sykes Asia, Inc.***

 July 2009 – July 2011

 *Responsibilities:*

* Provides answers to questions from customers regarding use and

 trouble-shooting of equipment usually over the phone; can either be hardware, software, use or applications

* Resolve customer issues regarding internet connection problems and

landline services.

**TELESALES REPRESENTATIVE**

***Sykes Asia, Inc.***

July 2009 – July 2011

*Responsibilities:*

* Contact customers directly by telephone to make sales
* Support field sales representatives by setting appointments or qualifying prospects
* Call customers to check their details and update contact records
* Let customers know about new products or promotions that are relevant to their needs or preferences

**CUSTOMER SERVICE ASSISTANT**

 ***United Parcel Service (UPS)***

 March 2009 – July 2009

 *Responsibilities:*

* Delivers exceptional customer service.
* Process packages for courier shipping
* Handles Tracking inquiries
* Answer telephone inquiries from customers regarding UPS services, benefits etc.

 **INTERNET CAFÉ ATTENDANT**

 ***L337 Internet Gaming and Lounge***

 March 2008 – March 2009

 **ON-THE-JOB TRAINEE**

 ***International Pharmaceuticals Incorporation (Hardware Section)***

**EDUCATIONAL ATTAINMENT**

 *Tertiary Education:* University of Cebu – Banilad Campus

 Bachelor of Science InformationTechnology

*Secondary Education:* St. Martin de Porres Academy

 Cebu

 *Primary Education:* Bitoon Elementary School

Cebu

**SEMINARS AND TRAININGS**

 Anti-Hacking Seminar 2008

 University of Cebu-Banilad Campus

 Philippines

 Personality Development 2008

 University of Cebu-Banilad Campus

 Philippines

 I.T. Youth Congress 2007

 Cebu Coliseum

 Philippines

**PERSONAL PROFILE**

Age 28

 Status Single

 Gender Female

 Birth Date March 23, 1987

 Birth Place Cebu

 Height 5’4

 Weight 115 lbs.

 Languages / Dialects English

**First Name of Application CV No:** **1668828**

Whatsapp Mobile: +971504753686

