**OBJECTIVES** To leverage my 8 years of client‐facing experience and customer service skills with proven leadership and organizational skills seeking to apply my abilities fit for this company.

**EDUCATIONAL BACKGROUND**

San Sebastian College ‐ Recoletos

Claro M. Recto Manila

Bachelor of Science in Tourism Management

Academic scholar from 2008 to 2010

**SKILLS AND CAREER OVERVIEW**

Fluent in English in both written and oral communication

Call center manage/representative with 6+ years total experience

* Telesales and client retention
* Technical support and service desk analyst Executive assistant with 2 years total experience

Has intermediate to advanced knowledge with computers (hardware and software) Has a strong command with sales, customer service and administrative roles.

**DETAILED WORK EXPERIENCE**

**BackOffice Inc. / TigerDirect.com​**‐Customer Service Representative

November 2014 ‐ January 2016

* Checks inventory to make sure requested product is available
* Computes price and any appropriate discounts
* Prepares contracts and invoices
* Verifies customer information is correct and up‐to‐date
* Informs customer of shipping date and any possible delays
* Strives to sell customer additional merchandise

**AtoS Information Technology Inc ‐ Service Desk Analyst**

September 2012 ‐ March 2014

* Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries
* Receiving, logging and managing calls from internal staff via telephone and email
* 1st and 2nd line support ‐ troubleshooting of IT related problems from in‐house software to hardware, such as Laptops, PCs and Printers
* Provide basic in‐house training in MS Office applications used within the Association (Word, Excel, Outlook, PowerPoint)
* Basic Active Directory knowledge. Creating user accounts, reset passwords, create groups etc.
* Recording/Updating the outage / bulletin message in Remedy / ACD based on the status update received by the resolver group.
* Routing / Chasing of tickets with other resolver groups
* Conduct Audits and Mentor L1 Team Members (if needed)
* Recording/Updating the outage / bulletin message in Remedy / ACD based on the status update received by the resolver group.
* Knowledgeable in IBM Lotus Notes

**Monet Rouge​**‐Customer Service Manager

June 2012 ‐ November 2014

* Screens and books appointments
* Manages client retention
* Enlist new clients
* Handles advertisements and promotions

**S.P. Markes Consulting LLC ‐ Agency**

November 2010 ‐ September 2012

* Rainmaker Asia / Comcast – Xfinity Signature Support May 2012 – September 2012
	+ Technical support specifically for router configuration for Comcast high speed internet subscribers
	+ Inbound sales for processing extended remote technical support for router and computer configuration virus removal services, on site solution for non‐resolvable computer issues and extensive technical training over the phone
	+ Retention specialist for existing Xfinity Signature Support subscriber
		- Cluster POC as per team performance, attendance and evaluated calls
		- Side by side call monitoring and call quality analyst
		- Team sales coach for newly certified agents
* VXI Global Phils / DirecTV ‐ Sales Representative November 2011 – May 2012
	+ Inbound sales calls for new customers processing bundles for internet and phone, satellite TV standalone
		- Subject Matter Expert and Team Point of Contact
		- Team Leader Candidate
* TeleTech Inc. / Visa GCAS ‐ Credit and Debit Card Fraud Analyst March 2011 – November 2011
	+ Monitor real time queues and identify high risk transactions within the business portfolio.
	+ Investigates forgery and theft within customers' accounts and transactions on behalf of a bank or a financial institution. Track and monitor the bank's transactions and activity that comes through the customers' accounts.
	+ Determine existing fraud trends by analyzing accounts and transaction patterns.
	+ Identify system improvements to prevent fraudulent activities.
* Convergys Phil. / Microsoft XBOX ‐ Technical Support Representative November 2010 ‐ March 2011
	+ Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services. Diagnose and resolve technical hardware and software issues involving internet connectivity.
	+ Accurately process and record call transactions using a computer and designated tracking software and follow up and make scheduled call backs to customers where necessary

**San Sebastian College – Recoletos de Manila**

* Research Department May 2009 – April 2010
	+ Assistant to the Research Director
* Student Affairs Office May 2008 – April 2009
	+ Assistant to the Dean Of Student Affairs

**First Name of Application CV No:** **1670766**

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