**CHARMAINE**

**Resume Summary**

**Current Position**  : call center agent in TATA Consultancy Services. (Jan 2014- Present)

**Current Specialization** : Customer Service

**Highest Education** : Bachelor's/College Degree in Business Studies/Major in Accountancy

**Total Years of Experiences**: 9 yrs and 5 mos

**Current Work Description:**

To provide highest standard of customer service. Assist customers about billing inquiries and

Disputes. Assist them in moving frim one place to another along with their gas and electricity service.

To make sure that I provide an awesome customer service experience every time.

**Employment History:**

**2006** – Dec 2013

**Cyber City Teleservices, Ltd.**

**Position Title (Level)** : call center agent / inbound/outbound collector

**Specialization** : customer service/ collections.

**Role**  : agent/ team leader

**Industry** : Call Center / IT-Enabled Services / BPO **Work Description**

* **Dec2006-Mar2009**  : FINANCIAL MARKET

WASHINGTON MUTUAL CREDIT CARD APPLICATION AND ACTIVATION

* **Apr2009-Dec2013** : THIRD PARTY COLLECTION ACCOUNT:

4 yrs as an English collector

4 mos- present as Spanish collector.

**SUMMARY OF QUALIFICATION**

• Passed all requirements needed for completion.

• Successfully completed required hours of clinical and nursing duty.

• Attended all training seminars needed for the completion of clinical and nursing knowledge.

• Relate well to people

• Ability to multitask effectively

• With strong analytical skills

• Strong ability to work on weekends, holidays and overtime if necessary.

• Self motivated with high energy, initiative, and focus

• Goal-directed, persuasive and adaptable

**Other Skills:**

**1. Resource management skills;**

As a call center agent or customer service representative for more than 6 years, I confidently believe that I already learned how to manage the team for us to meet not only our individual goals but the team's overall goal as well. I took several supervisors' call when supervisors are not available and assist customers and callers for their concerns. And I was able to lead the team whenever there is a need for team leader.

**2. Interpersonal skills, both in a general communication and in a team-building sense;**

For more than six years of experience being a call center agent, I learned how to deal with others well not only for people who are calling us but for my co-agents as well. Its proven that I have the ability to lead the team due to circumstances like when supervisors are not available, being assigned to monitor my co-agents with regards to their average handling time, breaks and other concerns such us doing second voices for collection calls and verification of payments.

**3. Ability to interpret and apply policy and legislation.**

In every company there are policies and procedures to follow. Ability to interpret such policies allow me to understand and follow such rules by heart. And we have not only company's policies but we are also following different client directives that need to follow strictly for client's satisfaction and to avoid issues such as IMMEDIATE ATTENTIONS on our part that will ruin our respective professional records. In collections sake, we need to be sure that we are handling calls based on Fair Debt Collections Practices Act.

**Educational Background**

**Graduation Date** : 2006

**Course**  :Bachelor's/College Degree of Business Studies/Administration/Management

**Major** : Accountancy

**Institute/University** : COLUMBAN COLLEGE, Philippines

**CGPA**  : 87.000/100.000

**Languages**

(Proficiency: 0=Poor - 10=Excellent)

**Language** Spoken Written

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**English**  9 10

**Spanish**  5 5

**PERSONAL STRENGTHS:**

Sense of responsibility

Excellent skills in communication and collaboration

Goal-oriented individual with leadership abilities

Proven ability to work with staff at all levels

Passion for continuous learning and personal growth

Highly motivated and driven, with strong desire to excel

**Personal Particulars**

**Date of Birth** : 3 Sep 1985

**Age**  : 30 yrs old

**Civil Status**  : single

**Gender**  : Female

**Nationality** : Filipino

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