**DONNA**

**Qualifications Summary**

A proactive and results-driven Customer Service professional with a successful background on delivering excellent customer service. Experienced in working with the leading insurance industries in the Philippines. Enjoys being part of a successful and productive team, and thrives in challenging working environments.

* Excellent Interpersonal, Communication and Soft Skills
* Professional Telephone Demeanor
* Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
* Good command of the English language

**Professional Experience**

**2012 – 2016 Yuchengco Group of Companies Corporate Services Inc.**

**Customer Service Representative**

Makati City, Philippines

The above mentioned company acts as the marketing arm of the Yuchengco Group in the Philippines. Caters to the corporate needs of both Malayan Insurance Co., and SunLife Grepa Financial Inc., two of the leading insurance companies in the country.

I have focused primarily on exceeding expectations for customer service delivery.

* Effectively addressed policyholders inquiries, concerns and complaints
* Answered telephone calls and e-mails in a professional manner
* Successfully carried out company anti-attrition drives to lessen policy cancellations
* Efficiently administered the policy claims analysis and filing
* Carefully monitored the policy claims processing to ensure conformity to the allotted turn-around time
* Prepared comprehensive weekly and monthly policy claims reports
* Handled claim check and policy certificate mail out monitoring

**2011 Quali-Centrum Human Resources Management Corporation**

**Recruitment Assistant**

Pasig City, Philippines

This firm is a recruitment agency for local employment in the Philippines. Caters to staffing requirements of the local banks, restaurants, retail stores, construction firms, factories, and logistics companies.

I have successfully performed administrative functions in support to the rcruitment/employment processes. I efficiently executed the duties and responsibilities of a Telephone Operator as well.

* Coordinated with various City Government PESO’s for job fair schedules
* Positively represented the company to job fairs and clients/partners meetings
* Prepared business proposals to expand existing accounts
* Effectively addressed inquiries of clients/partners, personnel, and job applicants

**Education and Credentials**

**Bachelor of Arts in Broadcasting**

Roosevelt College System

Rizal, Philippines

2006-2010

**On-the-Job Training**

National Broadcasting Network (Channel 4)

Quezon City, Philippines

2009

**Professional Development**

* Assessment on Competencies and Traits

Caloocan City, Philippines

2014

* Customer Service and Telemarketing/Sales Training

Makati City, Philippines

2015

**Personal Particulars**

Birthdate: November 6, 1989

Civil Status: Single

Gender: Female

Religion: Catholic

Nationality: Filipino

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

