KEN

[KEN.310228@2freemail.com](mailto:KEN.310228@2freemail.com)

**PERSONAL STATEMENT**

A reliable, trustworthy and conscientious employee who has prior experience of keeping current client relationships and also generating new ones. Possessing commercial awareness and excellent presentation, verbal communication and organizational skills. Having a proven ability to meet and exceed set/given targets as well as the relevant administrative, commercial, sales and personnel work experience required for a successful recruitment consultant/ customer service/ bank teller positions.

**AREAS OF EXPERTISE**

***PERSONAL***

* Willing to work on a shift basis including evenings and weekends.
* Always smartly dressed, articulate and presentable.
* Ability to take ownership of issues and to work alone with little or no supervision.
* Extremely organized with a high level of attention to detail.
* Ability to respond to timeframes and deadlines with pace.
* Capability to deal with a culturally diverse workplace.
* Ability to motivate co-workers.
* Target-driven.
* Open and adaptable to new technology.

***COMMUNICATION***

* Exceptional English communication skills.
* Focused listener.
* Relationship building skills.
* Strong client relations skills.
* Good telephone etiquette skills.
* IT and Social Media Skills.

***SALES***

* Good numerical skills with the ability to manually calculate costs without error.
* Experience of working in a commission based sales environment.
* Able to accurately describe a products features and benefits to a customer.
* Expert in credit card processing or payment processing.
* Ability to handle international sales support.
* Strategic sales knowledge skills.

***MANAGEMENT***

* Time management skills.
* Multi-Tasking ability skills.
* Adaptability skills.
* Creative Problem solver skills.
* Call center operations skills.
* Call center metrics decoding aptitude skills.

**EMPLOYMENT HISTORY**

**IQOR CLARK SITE 1, PHILIPPINES**

**CUSTOMER SERVICE REPRESENTATIVE** **APRIL 13, 2015 – DECEMBER 16, 2016**

# *Duties/Tasks:*

**WELCOME INBOUND CALL CENTER AGENT**

* Answer inbound call and route call with courteousness.
* Welcoming new customer as part of the auto loan finance.
* Properly document and update new customer information into system.
* Attend to their queries over the phone.
* Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
* Developed all process controls and metrics for daily management to maintain good performance.
* Attentively respond to customer emails.
* Handle customer inquiries both telephonically and by email.
* Research required information using available resources.
* Manage and resolve customer complaints.
* Provide customers with product and service information.
* Process orders, forms and applications.
* Identify and escalate priority issues.
* Route calls to appropriate resource.
* Follow up customer calls where necessary.
* Document all call information according to standard operating procedures.
* Making sure to maintain complete call logs.
* Securing to produce call reports daily.

**CUSTOMER SERVICE REPRESENTATIVE**

* Interact by phone with outside parties to solicit payments for goods or services.
* Keeping the customer updated of their accounts to prevent them in having penalties
* Great communicator over the phone or even by face to face.
* Providing excellent customer service satisfaction with my client as a proof of my dedication with my work I started as a junior Agent and eventually been promoted to Agent in less than a year and gets a lot of good feedback on how I handle my calls to my customers.
* Applying the use of MS excel in this kind of job to monitor the flow of my calls if I well maintain the consistency of my performance to my customers.
* Making sure to respond promptly to customer inquiries.
* Always handle and resolve customer complaints.
* Obtain and evaluate all relevant information to handle product and service inquiries.
* Provide pricing and delivery information.
* Always perform customer verifications.
* Process orders, forms, applications and requests.
* Organize and suggest workflow to meet customer timeframes.
* Direct requests and unresolved issues to the designated resource.
* Keeping to manage customers' accounts.
* Keep records of customer interactions, inquiries, comments and complaints.

**SUTHERLAND GLOBAL SERVICES, PHILIPPINES**

**TECHNICAL SUPPORT AND CUSTOMER SERVICE REPRESENTATIVE JUNE 2014 – MARCH 2015**

**TECHNICAL SUPPORT**

* Monitoring and maintaining the computer systems and networks
* Solving issues like forgotten password, viruses or email issues
* Respond to requests for technical assistance in person, via phone, electronically
* Diagnose and resolve technical hardware and software issues
* Research questions using available information resources
* Giving advice to user for appropriate action
* Follow standard help desk procedures
* Log all help desk interactions
* Administer help desk software
* Redirect problems to correct resource
* Identify and escalate situations requiring urgent attention
* Track and route problems and requests and document resolutions
* Prepare activity reports
* Inform management of recurring problems
* Stay current with system information, changes and updates

**CUSTOMER SERVICE REPRESENTATIVE**

* Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates.
* Managed high call volume with tact and professionalism.
* Defused volatile customer situations calmly and courteously.
* Met or exceeded service and quality standards every review period.
* Addressed and resolved customer product complaints empathetically and professionally.

**BANK OF COMMERCE**

**ASSISTANT TELLER / CASH SORTER MAY 2013 – MAY 2014**

* Answer and direct all incoming calls.
* Greet and direct all customers.
* Assist customers with general account information.
* Keep lobby waiting area neat and coffee, etc filled.
* Maintain employee break room, keeping supplies stocked and area neat.
* Keep brochures up to date and lobby and workroom supplies stocked, including maintenance of rate board.
* Responsible for Safe Deposit area, granting customer access, reports, billing, collection and maintenance.
* Sort and distribute mail. Prepare mail for evening pickup.
* Typing and filing as requested.
* Assign pin numbers for ATM and Debit cards.
* Responsible for ordering branch supplies.
* Perform basic paying and receiving functions including cashing checks, handling deposits, savings withdrawals, loan and escrow accounts.
* Balance currency and coin.
* Fill customer change order.
* Balance Cash ins and outs.
* Safeguard assigned cash/currency at all times: adheres to cash limits.
* Adhere to dual control procedure as defined by policy.
* Balance assigned cash currency as defined by policy.
* Process off ages by end of next business day.
* Assist with all other areas of securing the Bank’s cash coin and negotiable instruments.
* Promote the improvement of Stockman Bank through quality customer service, promotion of products professionalism in conduct and diligent work ethic.
* Greet all customers pleasantly and make them feel welcome and comfortable.
* Handle transaction quickly and professionally.
* Effectively handles customer questions and problems.
* Use effective listening and observing skills to help identify and resolves customer needs.
* Spot sales opportunities and refer business consistently.
* Cross-sell other services whenever the opportunity arises.
* Keep up to date on pricing and products.
* Relay customer comments and or complaints to the Operations Officer immediately.

PERSONAL DETAILS

**Birthday:** February 12, 1994

**Age:** 22

**Height:**  5’8’’

**Weight:** 60 kilos

**Civil Status:** Single

**Nationality:** Filipino

**Religion:** Christian Catholic

EDUCATIONAL BACKGROUND

**ASSOCIATE GRADUATE IN WEB APPLICATION DEVELOPMENT** | MARCH 2010-2012 | AMA COMPUTER LEARNING CENTER

STRENGTHS

TECHNICAL KNOWLEDGE

* Applying my technical and analytical skills in performing my task to maintain efficient and effective output

COMMUNICATION

* Expresses information/thoughts clearly and concisely in both written and verbal form. Keeps communication channels open with subordinates and supervisors. Responds promptly to calls or inquiries in a courteous and professional manner. Communication is effective and efficient.

PLANNING

* Establishes priorities, sets goals and meets deadlines in an accurate and efficient manner. Organizes overall workflow and working area. Quickly identifies problems, makes timely decisions and notifies affected personnel. Plans effectively to ensure timely completion of duties.

PROFESSIONALISM

* Is willing to assist others to ensure deadlines are met. Provides assistance to less experienced personnel when needed. Informs appropriate personnel of significant issues in a timely manner. Works well in group environment and with supervisor. Models professionalism by addressing others with appropriate actions and appearance within professional boundaries.