Adam charles a. Ross

## Address: Abu Dhabi UAE

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Qualifications : **Bachelor of Science in Customs Administration**

PMI Colleges (formerly Philippine Maritime Institute) - Philippines, 2003 to 2007

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**Summary of Qualifications**

I possess nine (9) years’ experience in Business Process Outsourcing (BPO) industry as Customer Service Representative. This has provided me with extensive knowledge in the field of Customer Relations, both in the areas of General Services and Technical Support. Key accounts I have handled includes General Motors (USA), Sprint and Nextel (USA), T-Mobile (UK), Virgin Mobile (UK) and TransUnion (USA).

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**Work Experience**

Quezon City, Philippines

**Customer Service Representative** / **May 2014 to July 2016**

General Motors’ Liaison Officer

* Identify if the vehicle is still covered under warranty and/or has insurance
* Endorse the concern to the relevant department if not happy with the resolution
* Assist performing Basic diagnostic tests
* Walk-through on how to use vehicle features like Bluetooth pairing, theft deterrent system, vehicle specifications and the like
* Connect to our roadside assistance if needed
* Offer On-star services if applicable

Virgin Mobile (UK) Prepaid and Postpaid Accounts

* Assist setting up mobile phone applications
* Explain our new and current products and services
* Offer and sell new phones and tariffs, if customer is eligible for an upgrade or new phone line
* Provide methods of payments
* Perform Basic troubleshooting steps
* Assist filing an Insurance claim when device is lost
* Promote self-service options like the website, IVR and text
* Had been a floor support acting as a coach to our newly hires as well as tenured agents

**WNS Global Services**

Quezon City, Philippines

**Customer Service Representative, Quality Analyst / May 2010 to February 2014**

Loyalty and Retentions Team of T- mobile (UK)

* To identify the main the reason why subscribers are leaving the network
* Re-establish current usage and package
* Offer and sell current, new or special deals to make them stay with the company
* Educate them of our Pay Monthly offers that competes in the market

Mobile Prepaid Customer Service of T- Mobile (UK)

* Assist topping up using their debit, credit cards and vouchers.
* Give instructions on how to use the Electronic Top up card (ETU) that came after purchase
* Offer and sell our Pay Monthly services such as Home internet connection, landline, phone and sim only contracts if applicable
* Perform Basic diagnostic tests

Quality Analysts Team

* Call Listening
* Conduct Call Calibration sessions
* Send Daily Reports to Supervisors to provide Real Time Analysis base on the Call Listening conducted.
* Assist on facilitating Rewards and Recognition activities (RNR) to motivate co-employees to perform better
* Identify and escalate suggestions and process improvements

TransUnion Inc.’s Website Support team

* Explain the features included with our 7-day free trial
* Educate and sell monthly and annual subscription services

**SITEL Philippines**

Quezon City, Philippines

**Customer Service Representative / March 2009 to April 2010**

T-Mobile (UK) Customer Services, General and Billing Department.

* Assist customers and store representatives signing up for a mobile account
* Explain our products and services
* Promote and sell Value Added Services that will help in the long run
* Perform Basic Troubleshooting steps
* Assist store associates in resolving Account related concerns
* Assist keeping their number from another network

**Teleperformance USA**

Quezon City, Philippines

**Customer Service Representative / November 2007 to January 2009**

Sprint and Nextel Associate

* Assist on Mobile Phone Application and Activation
* Perform Account Registration and Credit Rating Evaluation
* Educate of their package and other inclusive allowance
* Promote and Sell Mobile phone Insurance
* Conduct Basic troubleshooting

**Jei Language and Development Center**

Quezon City, Philippines

**English Tutor / December 2006 to October 2007**

English Tutor for Koreans (Part-time)

* Prepare Lesson Plan a day or two ahead of schedule
* Handled Grammar, Pronunciation, Reading and Group Classes
* Set up Outdoor/Indoor Learning activities for practical use of the English Language

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**TRAININGS ATTENDED**

* Basic Lean Six Sigma
* Root Cause Analysis
* Process mapping
* Coaching 101
* Basic Excel
* Failure Mode and Effect Analysis

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**PERSONAL INFORMATION**

Nationality: Filipino

Date of birth: March 29, 1986

Passport:

Visa Status: Visit (until March 3, 2017)

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| **Adam charles a. Ross – CV No 2018184**  To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from  <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |