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***WANDA***

web Icon JPG: [wanda.336758@2freemail.com](mailto:wanda.336758@2freemail.com)

**Professional Summary**

Result-oriented Customer Service Professional who excels at uncovering customer needs and handling objections. Top performer with consistent track record of meeting and exceeding goals. Sales Associate and Customer Service Care agent with less than 10 years background in BPO Industry looking for a position in a high-growth organization, team base environment where values are embraced and practice by all while committed to build sustainable relationship with the client, internal and external customers to further gear up my career & personal advancement.

**BUSINESS DEVELOPMENT ATTRIBUTES**

* Keeping senior management informed of changes in my areas of responsibility.
* Develop and utilize customer information for phone calls on product on a discount sale
* Proven track record of developing implementing business strategies resulting to high sales record and company revenue.
* Having a mature approach to set-backs.
* Decision making in a pressured, call center environment
* Develop and monitor benchmarks for greater & quality performance. Collaborate with upper and senior management for a well establish guidelines processing products and services, policies and procedures.

**KEY SKILLS**

* Detail Oriented
* Active Listening Skills
* Building Relationships
* Strong work ethics
* Customer Focus
* Data Entry Skills
* Multi-tasking
* Goal-oriented
* Interpersonal skills
* Problem Solving
* Time Management Skills
* Result-oriented

**WORK EXPERIENCE**

Customer Service Care Representative / Sales Associate

IQOR / CYBER CITY TELESERVICES – SM Clark Angeles City, Philippines

October 2006 up to August 2016

**Customer Service Care**

**Duties & Responsibilities:**

* Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment in less than 10 years.
* Professionally handled calls with customer conflicts and complaints for credit card application, activation, billing issues and credit card inquiries with one call resolution.
* Answer customer questions with the highest degree of courtesy and professionalism
* Handle business transactions in connection with activation of new credit card accounts for customers rebuilding their credit scores.
* Referred unresolved customer grievances to designated departments for further investigation.
* Assist customers in navigating company’s website and troubleshooting any technical issues.
* Defused volatile customer situations calmly and courteously.

**Keys of Impact**

* Call Back Rate Reduced
* Conflict Resolution
* Accelerate Sales Growth
* Abandon Rate Reduced
* Productivity Improvement
* Revenue Growth
* Average Handling Time
* Key Performance Rate

**Sales Specialist**

**Duties & Responsibilities:**

* Provides necessary coaching, support & guidance to newbies
* Entered data promptly and efficiently with accuracy
* Worked on day offs and weekend shifts during holiday season, securing high number of sales and avoid high abandoned call rate (ACR).
* Greeted customers in a timely fashion, while quickly determining their needs and provide assistance "Go the extra mile" to drive sales.
* Professionally responded to customer queries, prices, procedures and product availability (back order, dropped ship or sold out items).
* Develop and enforce strategy on how to pitch the product positioning
* Communicate with customers, providing exceptional service that ensure client retention and positive feedback through up selling technique, third party up sell and cross selling.
* Utilize operational system to process purchases presenting relevant product information, total purchase amount and expected time of arrival (ETA).
* Learning and sharing best practices, updates information to optimize efficiency and productivity.
* Served as the first point of contact as per the clients requests in managing and taking calls for new campaigns.
* Attended client meetings for call evaluations to develop & deepen strategies in sales pitch optimize efficiency and business processes lowering average handling time (AHT).

**ACHIEVEMENTS AND CERTIFICATE**

* **TOP SALES AGENT for TPU $ Revenue per call in January, 2016**
* **TOP SALES AGENT for PTG in November & December, 2015**
* **TOP SALES AGENT for TPU $ Revenue per call in July & October, 2015**
* **TOP SALES AGENT for PTG in June, 2015**
* **TOP SALES AGENT for TPU $ Revenue per call in April & May, 2015**
* **TOP SALES AGENT for PTG in April, 2015**
* **TOP SALES AGENT for the HEAD to HEAD BATTLE February 3, 2014**

**EDUCATION QUALIFICATION**

Bachelor of Arts Major in Criminology

Angeles University Foundation, Philippines, March 1994

**LANGUAGES**

English : Excellent in Speaking, Reading & Writing

Tagalog : Mother Tongue

**PERSONAL INFORMATION**

Nationality : Filipino

Gender : Female

Visa Status : Tourist Visa

Marital Status : Married

I hereby authorized that above information is true and correct to the best of my knowledge and belief.