**AREAS OF EXPERTISE**

*Query resolution*

*Customer service*

*Handling complaints*

*Up selling*

*IT skills*

*Office administration*

**PERSONAL SKILLS**

*Excellent telephone manner*

*Assertive*

*Listening*

*Confident*

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KIMBEL

KIMBEL.337748@2freemail.com

**PERSONAL SUMMARY**

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven, busy cell center environment. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities.

 **Sales Agent Representative**

 IConneq Experts Solution

 2/F RGI Bldg., Bued, Calasiao, Pangasinan

 December 7, 2015 – December 15, 2016

* Tasked with answering projecting a professional company image through phone interaction with new and existing clients. Main duties include answering customer enquiries, resolving their problems, up selling & making appointments for engineers.
* Involved in processing orders, forms and applications.
* Accurately recording details of calls and issues on logging software.
* Identifying and escalating priority issues or customer complaints.
* Sending emails to clients answering their enquiries.
* Taking ownership on all calls and queries answered.
* Arranging appointments for engineers to attend premises & make repairs.

**Customer Service Associate**

 Convergys Baguio

 Ordonio Dr., Camp John Hay, Baguio, Benguet 2600

 March 5, 2014 – December 4, 2015

* Making sure that all telephone calls are answered promptly.

**ACADEMIC QUALIFICATIONS**

***Tertiary Education***

*Bachelor of Science in Information Technology*

*2010 – 2014*

*University of Pangasinan-Phinma Education Network*

*Arellano St., Dagupan City, 2400*

***High School Education***

*2006 – 2010*

*Virgen Milagrosa University Foundation St. Dominic Highschool*

*Martin P. Posadas Ave., San Carlos City, Pangasinan. 2420*

***Elementary Education***

*2000 – 2006*

*Central II Elementary School*

*Roxas Blvd., San Carlos City, Pangasinan, 2420*

* Following up customers by calling them back.
* Sending emails to clients answering their enquiries.
* Accurately recording details of calls and issues on logging software.
* Having a professional and courteous manner at all times.
* Identifying and escalating priority issues or customer complaints.
* Arranging appointments for engineers to attend premises & make repairs.
* Essentially receiving up to 50 incoming calls from customers daily.
* Providing advice, information and assistance to callers.
* Attempting to resolve all enquires on first contact with the caller.
* Dealing with customer’s queries, requests, orders or complaints.
* Accurately recording details of calls and issues on logging software.
* Having a professional and courteous manner at all times.
* Identifying and escalating priority issues or customer complaints.

**KEY SKILLS AND COMPETENCIES**

* Able to handle complex calls and situations.
* Demonstrating empathy and understanding when talking to customers.
* Able to deal with irate, abusive and irate callers.
* A proven track record of handling high volume calls.
* Can type up to 30 wpm.
* Excellent listening and problem solving skills.
* Excellent communication skills and telephone manner.
* Good keyboard skills and knowledge of customer service principles & practices.