**LOVELY**

**LOVELY.342508@2freemail.com**

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**PROFILE:**

Resourceful, intelligent professional seeking a position in your company to bring and give exceptional customer satisfaction and maximize profit. Unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

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**SUMMARY OF QUALIFICATIONS:**

* Worked in the Customer Service field for 6 years.
* Highly skilled in assisting customers both over the phone and in-person
* Profound ability to handle irate customers and resolve problems effectively
* Able to work with a diverse and multicultural customers
* Able to listen attentively, solve problems creatively and use tact and diplomacy to find common ground and achieve win-win outcomes.

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**JOB EXPERIENCE:**

**ALORICA LIPA**

2nd Floor SM LIPA, Lipa City Batangas, Philippines

November 2015 – July 2016

Customer Service/Sales Representative

**Duties and Responsibilities:**

* Basic troubleshooting
* Upselling of products and services
* Submit reports to immediate supervisor
* Monitors daily and weekly team’s targets.

**TELETECH CUSTOMER CARE, PHILIPPINES**

Robinsons Place, Lipa City, Batangas, Philippines

May 2011 to October 2015

Customer Service/Sales Representative

**Duties and Responsibilities:**

* Provides extensive assistance and does outside the box customer service for the customer’s debts.
* Assisting customers understand their bill statements.
* Assisting customers to pay their debts and bill by providing payment plans and payment extensions.
* Assisting company with their revenues by collecting customer’s debts.
* Provide customers best options to avoid having bad credit rating to their names.
* Give customers wide options to upgrade or change their plans.
* Provides information on the products and services that the company has to offer.
* Explain the benefits of each products and services that best suits the customer’s needs.
* Assisting the team leader and other staff in all aspect of Office Administrative task and responsibilities.
* Sorting, filing, scanning of all documents as required.
* Taking ownership on every customer’s needs and always see problems through until they are fully resolved.
* Creating advocate customers.

**ALORICA LIPA**

SM City Lipa, 2nd Floor SM LIPA, Lipa City Batangas, Philippines

May 2010-May 2011

CustomerService Representative

**Duties and Responsibilities:**

* Provide customer benefits of their health plans.
* Give customer options for healthcare providers.
* Help the customers understand their claims.
* Provide reports to immediate supervisor.

**EDUCATION:**

**University**: Golden Gate Colleges

P. Prieto Street, Batangas City Philippines

 Bachelor of Science in Nursing

 Undergraduate: 2008

**COMPUTER SKILLS:**

Microsoft Word, Microsoft Excel, Microsoft PowerPoint

Knowledge on Windows XP, Windows Vista, Windows 7 and MAC OS, Outlook

**LANGUAGE:**

Fluent in Tagalog and English

**GOAL:**

To become an asset of the company and to deliver the best customer service quality.

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I hereby certify that the above details are true and correct.