**Vanessa**

***C/o-Mobile : +971505891826  
Email :*** [***vanessa.345033@2freemail.com***](mailto:vanessa.345033@2freemail.com)  ***Citizenship : Filipino  
Date of Birth : April 04,1983  
Visa Status : Tourist Visa***

**C A R E E R S U M M A R Y**

**Professional experience in customer service,technical support, sales and operations management in BPO industry. Expertise in B2B, support operations, team handling, driving account and company revenue, leading and motivating employees, meeting-exceeding goals. Recognized for capturing business opportunities, building strong relationships and surpassing performance as per set client goals.**

**K E Y S K I L L S**

|  |  |
| --- | --- |
| * Over 6+ years of progressive work experience | * Good ability in changing environments |
| * Revenue management | * High level of flexibility |
| * Effective Leader with positive attitude * Multi-task oriented & solutions-driven * Can work with minimal supervision | * Prompt in decision making, critical in goal and priority setting. Considers quality. * Able to coordinate multiple projects and meet deadlines under pressure |

**W O R K E X P E R I E N C E S**

**November 2015 – January 2017: Customer Service Consultant, Metlife Dental: Sitel Philippines. Robinson’s Luisita, Tarlac City.**

**June 2013 – November 2015: Escalation Team Lead, ATT Sales and Technical Service: iQor Philippines Inc. Clark Field Pampanga.**

**January 2010 – December 2012: Senior Representative Sales and Billing Represantative TMobile: EGS Clark Field Pampanga.**

**J O B D E S C R I P T I O N**

**Customer Service, Billing and Sales Representative**

* Answering products and services question.
* Resolves problems by clarifying the customer’s complaint, determining the root cause of the problem; explaining and assuring the best solution to rectify the concern.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Provide outstanding customer service.

**E D U C A T I O N A W A R D S A N D C E R T I F I C A T E S**

**2000 - 2003 Tarlac State University – Bachelor of Science in Computer Science**

**PEOPLE FIRST AWARDEE – Top 1 Sales Representative 1st-3rd Quarter –December 2013 IQor**

**PEOPLE FIRST AWARDEE–Employee of the Month from January to June–October 2013**