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|  | **MARK** |

**** [**MARK.352227@2freemail.com**](mailto:MARK.352227@2freemail.com)

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

Professional experience in customer service, sales and operations management such as secretarial and administrative task/job 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**

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| * Over 6+ years of progressive work experience | * Good ability in changing environments |
| * Cold calling, Customer service and Sales | * 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: SITEL Philippines: Robinson’s Luisita, Tarlac City**

* **MetLife Dental Insurance: Supervisor, Customer Service Consultant**

**March 2010– October 2015: iQor Philippines Inc. Clark Field Pampanga.**

* **MetroPCS: Customer Service Representative, Sales, Billing and Technical Support**
* **Collection: Senior Compliance Agent for multiple bank in the US**
* **Sprint: Customer Service Representative, Sales, Billing and Technical Support**

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

**Supervisror**

* Supervise the activities and work volume of Customer Service Representatives in attending to incoming customer inquiries and the resolutions of issues raised, in order to provide optimal service delivery.
* Manage the track record of assigned Customer Service Representatives from training phase until the entire tenure in the company by working closely with their individual scorecards.
* Attend to escalation call and all client related calls.
* Ensure that everyone in the Team is at goal with their KPIs by conducting thorough coaching and consistent follow-ups.
* Cover all ad-hoc, reporting, payroll, IT and other operations related tasks.

**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 Background**

**2006-2010: Bachelor of Science in Nursing**

*-I hereby certify that the information are true and correct according to the best of my knowledge and experiences.-*