**Emaculae**

[Emaculae.352333@2freemail.com](mailto:Emaculae.352333@2freemail.com)

Highly competent and knowledgeable customer service professional with 8 years of work-related experience and training across the telecommunications, banking and travel industry.  **---------------------------------------------------------------------------------------------------**

**Core Competencies**

* Proven problem solving and decision making skills.
* Strong character ethic with flexibility and adaptability.
* Effective communication skills
* Dedication and drive as a hard-working individual
* The ability to assume responsibility for the development of oneself and   
   eventually of others.
* The ability to encourage and promote optimum performance among the team.
* The ability to execute initiatives in a timely manner.
* Managing performance.
* Solid customer service experience.

**WORK EXPERIENCE AND ACHIEVEMENTS**  
**Wipro**

**Apr 2016-Feb 2017**

**Customer Service Representative**

**Delta Airlines, a major American airline, which is also a leader in domestic and international travel.**

* Improved customer service satisfaction by providing appropriate resolutions to customer concerns regarding flight reservations and details
* Handled customer complaints and determined proper course of action to take to retain customer business
* Developed strong customer relations by enhancing customer experience through effective communication skills
* Closed airline seat sales and upsold additional services to increase revenue
* Maintained customer profile by updating customer information, preferences and notes history
* Executed leadership skills like coaching and subject matter expertise as requested by a manager to help run the operations smoothly

**Achievements**

* Best in vendor transfer sales

**Dyninno**

**May 2015-Apr 2016**

**Telesales Agent**

**Dyninno provides call center solutions, finance and analytics, marketing and technology to companies all over the world to help them take their business to the next level.**

* Coordinated travel and flight reservations for customers
* Generated sales by offering travel services that meet the customer’s needs
* Interacted with customers through phone and email to create and maintain a strong customer relationship
* Maintained administrative files by documenting customer interaction and using email to make a follow-up sale and rate satisfaction of service.
* Resolved complaints by investigating the root cause of the problem to provide the best solution to offer to the customer

**Achievements:**

* Top ten agent with the highest sale in Quarter 1 and 4

**JPMorgan Chase Bank, NA**  
**Jul 2010 – Apr 2015**

**Financial Service Advisor**

**JPMorgan Chase & Co. is a leading global financial services firm and one of the largest banking institutions in the US.**

* Addressed cardmembers’ concerns by handling billing inquiries
* Advised cardmembers of credit status and offered financial options for repayment of debt
* Communicated to cardmembers bank offers and promotions regarding line of credit and balance transfers to promote business growth
* Coordinated team activities by conducting weekly meetings and coaching sessions to align team goals
* Performed administration tasks by documenting customer concerns, updating customer information through the database, and communicating through email and Outlook.
* Developed leadership skills by assisting newly hired employees during training and participating in career advancement programs

**Achievements:**

* Team Captain
* Selected for the pilot team for Outbound Telemarketing campaign
* Successfully participated in company leadership programs:
* Investing in Your Own Development Training
* Self-Excellence Program

**Sykes Asia**  
**July 2009 – June 2010**

**Customer Service Advisor for Virgin Mobile**

**SYKES is a global business process outsourcing leader in providing comprehensive inbound customer engagement services to Global 2000 companies.**

* **Provided world-class customer service by resolving customer concerns over the phone regarding their telephone bills**
* **Closed and generated sales of telephone payment plans, prepaid cards and other related services available to clients**
* **Executed administrative tasks by updating customer information in the database, create and maintain customer records and communicate with colleagues and management through email and Outlook**
* **Assisted management in new hire training as a Subject Matter Expert (SME)**
* **Took supervisory calls, as directed by manager, for new hire trainees to resolve concerns and retain business**

**Achievements:**

* **Consistently belonged to the Top 10 Customer Service Advisor based on balanced scorecard ranking**
* **Trained for the management role through the SME position**

**EDUCATIONAL ATTAINMENT**

\***Bachelor of Science in Civil Engineering (undergraduate)**

**\***University of San Carlos, Cebu City Philippines  
    \* 5th Year, Nov. 2005  
  
**COMPUTER SKILLS**  
    \* Proficient in using personal computer skills such as Microsoft Windows,   
Word, Excel, and PowerPoint

**LANGUAGES SPOKEN:**

English, Filipino, Basic French