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|  | Ruby  |
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|  | Ruby.357086@2freemail.com  |

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|  | Objectives Aspiring to obtain a position as a call center representative in a dynamic environment, to handle calls for the corporation, respond to simple queries and route calls to the proper person, and improving my role as I enhance my customer service abilities and acquire knowledge about different services.EducationUniversity Of St. La SalleBacolod City Negros Occidental PhilippinesBachelor of Science in Hospitality ManageentexperiencesWeesam Express - SRN Fast Seacrafts, Inc.| Seacraft2008 - 2009In-charge of facilitating ticket reservations Issues tickets to passengers at the ticket boothTELEQUEST.| B P O2009 - 2011Performs outbound calls to perform surveys in areas of jurisdiction of clients. PANASIATIC SOLUTIONS | B P O2009 - 2014Troubleshoots technical problems encountered by customers regarding their mobile phones.Loads mobile phone credits of customers.TELETECH.| B P O2014 - 2016Troubleshoot DSL internet, router, e-mail and computers problems of clients.Create trouble ticket to request site visit of technicians.Facilitate activation of service of new customers.Performs upselling of higher and additional services to clients depending on their needs and usage.PERSONAL INFORMATIONAge : 28Birthdate : December 8, 1988Place of Birth : Bacolod City Citizenship : FilipinoSex : FemaleCivil status : SingleHeight : 5’5”Weight : 140 lbs.Language Spoken : English, Tagalog, IlonggoSkills : Excellent communications skills, customer-oriented service, computer literate, team player, able to work under pressure, excellent multi-tasking ability. |
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