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|  | Ruby |
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|  | [Ruby.357086@2freemail.com](mailto: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.  Education  University Of St. La Salle  Bacolod City Negros Occidental Philippines  Bachelor of Science in Hospitality Manageent  experiences  Weesam Express - SRN Fast Seacrafts, Inc.| Seacraft  2008 - 2009  In-charge of facilitating ticket reservations  Issues tickets to passengers at the ticket booth  TELEQUEST.| B P O  2009 - 2011  Performs outbound calls to perform surveys in areas of jurisdiction of clients.    PANASIATIC SOLUTIONS | B P O  2009 - 2014  Troubleshoots technical problems encountered by customers regarding their mobile phones.  Loads mobile phone credits of customers.  TELETECH.| B P O  2014 - 2016  Troubleshoot 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 INFORMATION  Age : 28  Birthdate : December 8, 1988  Place of Birth : Bacolod City  Citizenship : Filipino  Sex : Female  Civil status : Single  Height : 5’5”  Weight : 140 lbs.  Language Spoken : English, Tagalog, Ilonggo  Skills : Excellent communications skills, customer-oriented service, computer literate, team player, able to work under pressure, excellent multi-tasking ability. |
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