**ROCHELLE**

🖳 [Rochelle.360241@2freemail.com](mailto:Rochelle.360241@2freemail.com)

**Objective:**

To obtain a position where I can apply my experiences, concepts, and expertise while further enabling me to explore and develop my potentials as I grow with the company.

Experience Summary:

A proficient technical support, sales representative, and customer service professional with several years of experience in the Business Process Outsourcing industry. These also include areas of expertise in Quality Reviews, Data Gathering, Customer Retention, Knowledge Management, Tool Application, and Documentation.

**Summary of Qualifications:**

Excellent communication, interpersonal, and multi-tasking skills.

Ability to assimilate new ideas, concepts, methods, and technology.

Dedicated to work, competent, and self-motivated team player/builder.

**Relevant Work Experiences:**

***Backup Quality Assurance Analyst / Senior Customer Service Associate***

EXL Services Philippines

Pasay City, Philippines

July 2011 – January 2017

*Account: Travelers Insurance Company*

*Line of Business: Business Insurance*

*Role: Backup Quality Assurance Analyst*

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* Monitor and audit calls to make sure that the agents are in compliance with the call quality grid.
* Attend call calibrations.
* Conduct a one-on-one feedback to let the agent know about his/her strengths, weaknesses, and areas for improvement.
* Prepare a weekly and monthly call quality review.

*Role: Senior Customer Service Associate*

* Answer inquiries about receipt of documents to complete the audit or the lack thereof.
* Advise clients about the status of the audit.
* Make outgoing calls to check customer’s experience and satisfaction about the scheduled audit.
* Schedule and book an appointment for the audit.

***Junior Data Analyst***

ADP Philippines, Inc.

Makati City, Philippines

September 2010 – June 2011

*Line of Business: HR and Payroll Solutions*

*Role: Junior Data Analyst*

* Input the reported payroll and tax services of the small business owners.
* Advise the employers or business owners about the employees’ mandated and fringe benefits.
* Manage employee data, accurate and timely payroll, and payroll compliance.
* Skilled with the payroll software used in a small-scale business.

***Senior Customer Care / Technical Specialist & Sales Associate***

IBM Daksh Business Process Services Philippines

Quezon City, Philippines

May 2008 – August 2010

*Account: Bell Canada*

*Line of Business: Satellite Dish*

*Role: Senior Customer Care / Technical Specialist & Sales Associate*

* Create new accounts for new clients or subscribers.
* Troubleshoot technical problems like channel or signal loss and the proper use of satellite receiver, etc.
* Book installation and send a dispatch team if the problem cannot be resolved over the phone.
* Sell new and existing channels and pay-per-view events.
* Handle billing issues.

**Personal Details:**

Educational Attainment: Bachelor of Communication Arts Major in Journalism

Bicol University Legazpi, Philippines June 2004 – April 2008

Honors and Achievements: Cum Laude

Academic Scholar

Date of birth : June 5, 1987

Place of birth : Sorsogon City, Philippines

Civil Status : Single

Citizenship : Filipino

Religion : Roman Catholic

*-I hereby affirm that all information supplied herein is factual and accurate to the best of my knowledge.*

**Rochelle**

*Applicant*