Michella

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# Objective

To gain an employment with a company that offers me a consistently positive atmosphere to learn new skills and implement them for the betterment of the company.

# Experience

**Awok.Com**

Quality Analyst | September 2016 - Present

* Mainly responsible for the review of inbound and outbound calls of call center agents to ensure that they provide accurate information to customers.
* Audits inbound and outbound phone calls of agents which includes the process and policy of Awok.Com
* Conducts coaching to agents regarding their quality performance and areas of improvement.
* Monitors and evaluates the quality performance of every agent.
* Provides training to new hire agents for them to be familiarize with the policy of the company.
* Assist agents with their questions

Logistics Agent | February 24, 2016 – September 2016

* Follow up customers order and delivery
* Answers customer’s emails
* Calls customers to inform them about the status of their order like if it is out of stock or item replacement
* Helps in checking why the customer cancel the order

**Capital One Bank|Sitel Philippines**

Disputes Specialist (Tier 2)|November 2011-Present

* Helps customers to initiate disputes on their credit card transactions for different merchants over the phone.
* Handles and explains the ins and outs of customer’s dispute case on their credit card transactions.

Customer Service Representative|September 2008-November 2011

* Assisting customers about their credit card account which includes credit card statements, transaction questions, terms and conditions, upgrades and some payment related concerns.
* Responsible handling incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.
* Efficient in gathering customer information, access and fulfill customer needs.
* Provide information to customer where applicable to prevent the need for future contacts and document interactions through contact tracking.
* Troubleshoot customer issues over the phone.
* Maintain a balance between company policy and customer benefit in decision making.
* Handles issues in the best interest of both customer and company.
* Evaluate and identify opportunities to drive process improvements that positively impact the customer’s experience.
* Responsible for compiling and generating reports as they relate to customer service surveys.

**Vonage Phone Service|eTelecare Philippines**

Quality Control Associate|September 2007-September 2008

* Since this is a sales account, we listen to agent’s calls, verifying their sales every day and we need to make sure that they adhere to the company’s policy and procedures.

# Education

**Polytechnic University of the Philippines**

Bachelor of Arts Major in Philosophy

**Infant Jesus Academy**

High School Level

# Summary of skills

* Has a high sense of responsibility.
* Can learn task easily and has a good interpersonal and organizational skills.
* Dedicated to work
* Trustworthy and hardworking.
* Computer Literate