**TERRENCE**

[**Terrence.362980@2freemail.com**](mailto:Terrence.362980@2freemail.com)

|  |
| --- |
| **OBJECTIVE:** |

* Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction.

|  |
| --- |
| **WORK EXPERIENCE:** |

* Dedicated customer service professional with 5 years experience in a fast-paced environment seeking an opportunity in a team-orientated company.

**ACCOUNT MANAGER / TEAM LEADER January 2014 – June 2016**

**BSD Trade and Services**

**Jose Abad Santos Freeport, Clark Pampanga**

**Philippines**

* Presenting or Offering investment company
* Serves customers by providing product and service information; resolving product and service problems.
* Attracts potential customers by answering product and service questions/suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information
* Resolves product or service problems by clarifying the customers complaint; determining the cause of the problem, selecting and explaining the best solution to solve the problem
* Maintains financial accounts by processing customer adjustments
* Recommends potential products or services to management by collecting customer information and analyzing customer needs

**CUSTOMER SERVICE REPRESENTATIVE/TECHNICAL SUPPORT March 2012 – December 2013**

**Sutherland Global Services**

**Jose Abad Santos Freeport, Clark Pampanga**

**Philippines**

* Listen and respond to customers’ needs and concerns
* Provide information about products and services
* Take orders, determine charges, and oversee billing or payments
* Review or make changes to customer accounts
* Handle returns or complaints
* Record details of customer contacts and actions taken
* Refer customers to supervisors, managers, or others who can help

**CUSTOMER SERVICE REPRESENTATIVE/ CALL CENTER AGENT April 2011 – February 2012**

**SITEL**

**BCEZ Compound, Loakan Road,**

**Baguio City, Benguet, Philippines**

* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

|  |
| --- |
| **ABILITIES, SKILLS AND INTEREST** |

* Strong customer service skills
* Fast Learner
* Adaptability and ability to work in stressful situations and under pressure.
* Flexible and relates well to people from a variety of cultures.
* Enthusiastic to work in a team.
* Knowledgeable in Programming and Microsoft office (Word, Excel, Power Point)

|  |
| --- |
| **EDUCATIONAL ATTAINMENT** |

**COLLEGE**

**Computer Programmer** **Graduated Yr. 2011**

Data Center College of the Philippines

Upper General Luna Rd., Sumulong Street Baguio City

**HIGHSCHOOL Graduated Yr. 2008**

Baguio Patriotic High School

Harrison Rd., Baguio City

**ELEMENTARY Graduated Yr. 2004**

Saint Louis School Center

General Luna Rd., Baguio City

|  |
| --- |
| **PERSONAL DATA:** |

**Age** : 25 years old **Civil Status** : Single

**Height** : 5’6 inches **Sex** : Male

**Religion**: Catholic **Date of Birth** : September 17, 1991

**Visa Status**: May 30, 2017

I hereby certify that all information stated herein is true and correct.