**Ma. Rose Ann**

United Arab of Emirates

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**SUMMARY**

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Handle customer inquiries, complaints, billing questions, Airline ticket or hotel changes and cancellation request/service request. Calm angry customers, repair trust, locate resources for problem resolution and design best-option solutions. Reliable and driven, with strong time management and prioritization abilities.

**Objective**

Proven Accomplishment in servicing clients in the telecommunications

industry. Adept at building client relationships for the long term.

Committed to growing bottom line revenues while providing the high

levels of customer service.

**TARGET**

To work, deal and cope in your country

**Main Responsibilities**

* Assisted customers with their queries and problems by phone and e-mail.
* Established and maintained contacts with new and existing customers as per the direction of the supervisor.
* Helped customers for their flights or hotel reservation.
* Forwarded important and serious matters to the seniors.
* Transferred urgent calls to the required departments quickly and accurately.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.
* Achieved set targets of the firm by the stipulated deadline.
* Established and maintained contacts with new and existing customers

**Key Skills**

Customer service oriented skills – Ability to deal with irate customers using excellent interpersonal-communication skills.

* Understands new concepts easily – Quick learner.
* Ability to handle stress.
* Computer literate.
* Reliable.
* Took customer service training course.
* Teamwork management.
* Enthusiastic and Diligent

**Experience**

**Transcom Asia Bacolod** 2009 – 2011 Technical Support Representative

Comcast account for Cable boxes

Includes Billing, Sales and Service

Assistance

**Panasiatic Solutions** 2011 – 2014 Executive Resolution Department

Specialist who handled Escalations

Phone Accounts for Straightalk, T-Mobile,

AT&T, Verizon etc.

**Teleperformance Philippines** 2014 – 2016 Customer Service Representative

Travel Account for Priceline

Handled Flights, Hotel and Car

Reservations

**Interglobe Technologies**  2016-2017 Customer Service Representative

Travel Account

Handled Flights and Hotel Reservations

Through Voice and Live Chat