**Curriculum Vitae**

**APRIL**

[**APRIL.364305@2freemail.com**](mailto:APRIL.364305@2freemail.com)

**Objectives**: Seeking a responsible job with an opportunity for professional challenges and to enhance my professional skill in a dynamic and fast paced workplace.

**Personal Information**

Age : 26yrs. Old

Status : Single

Nationality : Filipino

Religion : Roman Catholic

Gender : Female

Visa Status : Visit Visa

Language Spoken : English, Filipino (Tagalog)

**Skills**

* Excellent communication
* Computer literate (Efficient in Microsoft application)
* Team Player and has positive attitude

**Educational Background**

**2007-2011:       Cebu Normal University**

                          Osmeña Blvd. Cebu City Philippines, 6000

                          Bachelor of Arts in Filipino

**Working Experience:**

**Client Care Support Executive**

Tbelle Corporation

9th Floor MSY Bldg. Cebu Business Park

Feb. 2016- March 24, 2017  
   
  
JOB DESCRIPTION:  
  
• Schedule podiatry session for podiatrist  
• Answering calls and emails from podiatrist and client  
• Arranging appointments for podiatry  
•  Provides information by answering questions and requests.  
•  Completes operational requirements by scheduling and assigning administrative projects; expediting work results.  
• Organizes and prioritizes large volumes of information and calls.  
• Handling sensitive information in a confidential manner.  
• Replying to email, telephone or face to face enquiries.  
•  Managing staff appointments

**Customer Service Specialist /Technical** **Support**  
Teleperformance Philippines  
3/F Insular Life Bldg., Cebu Business Park, Cebu City

August 2013-Dec. 23,2015  
  
JOB DESCRIPTION:  
  
• Assisting customers with troubleshooting phone line and internet connections.  
• Setting appointment and scheduling for technician’s visit.  
• Answering calls and emails.  
• Sending surveys to customer.  
• Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.  
• Case managing customer’s complaint to ensure service is fixed.  
• Processing credits to customer’s account for the unused service.  
• Provide alternate options or temporary services to the customer while service is still faulty.  
• Diagnose and resolve technical hardware and software issues involving internet connectivity and email client.  
• Processing daily reports for daily metrics.

**Retail Process Specialist**

Eperformax Contact Center and BPO

JY Square Mall, Salinas Drive, Lahug, Cebu City, Cebu, Philippines

July 2011-July 2013

**JOB DESCRIPTION:**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Assist customer in placing orders over the phone.
* Track packages and monitor the delivery of the product.
* Maintains customer records by updating account information.
* Assisting both online and store return by providing override code to the store team member considering that the item is still within the return policy.
* Provide alternate options to the customer for items that is beyond the return policy by providing gift cards.

**References available upon request.**

I do hereby declare that the above information are true.

**APRIL**

Applicant