

**Linette**

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***EMPLOYMENT EXPERIENCES***

**\*AWOK.COM**

**28 AUGUST 2016 – 18 APRIL 2017**

**14th Floor Room 1402 A-A-11**

**Mazaya Business Avenue JLT**

**Jumeirah Lake Towers Dubai**

***Title: Call Center Agent/Sales Rep.***

**Outbound and inbound calls for sales. Mainly taking inbound calls for customers query about their order status, product specification and delivery. Outbound call confirmation of customers’ orders, upsells and retention of customers. Handling complains and concerns about orders escalation request regarding products delivery and refund processes. Ensuring customer’s concerns/questions are addressed. Providing good quality customer service in every call.**

**\*STARTEK PHILS**

**08 JULY 2013 - 10 JUNE 2016**

**ComCast (LOB)**

**eNTEC Bldg, Teresa Ave NEPO Complex,**

**Angeles City Phils**

***Title: Customer Care Specialist***

**Outbound and inbound calls, with back office responsibilities. Create a new accounts for customer s who are transferring their Cable TV, Internet and Telephone Services. Make sure process will be followed in taking the order and getting information/data that are accurate and completed in order to get an approval to the other company. Schedule technicians and do basic trouble shooting if needed. Making follow up calls to customers and other companies if needed.**

**\*SNAPZ STUDIO**

**29 OCT 2010 to 08 JUL 2011**

**2, Havelock Road # B1-03**

**2HR Bldg. Singapore 059763**

***Title: Customer Service Executive cum Telemarketer***

**Main job is direct call prospective customer and persuade them to create appointment for a photo shoot. Create benefits and make follow up with customer to make sure customer can make it in time to the given schedule. Improving the company's marketing yield. Give them information and create a package that fit their needs. Answer questions or query about the products and services the studio can offer. Make sure to have referrals for new clients.**

**\*JPMorgan Chase Bank, N.A.**

**06 MAR 2008 - 8 AUG 2010**

**7/F Net Quad Bldg., 4th Ave.**

**Corner 30th St.  Fort Bonifacio,**

**Global City Taguig City Phils.**

***Title: Customer Support Advisor under Chase Card Services***

**Mostly outbound calls for collection for past due and closed accounts for credit card bills. Also receive call for customer questions in making payment, bill charges and make a payment program or financial arrangement that customers can pay the company while making sure that the arrangement can be sustained and consistently be followed by the customer. We also do Skip tracing, is a way of locating  customer with past due account that has not been active for few months in taking care of their obligations and making sure that we will be able to help them while still maintain and accomplish our job in a respectful and professional manner.**

**\*Convergys Phils.**

**17 MAR 2006 - 4 MAR 2008**

**4F Glorietta, 6 Building Ayala Ave corner Office Drive,**

**Barangay San Lorenzo, 1200**

***Title: Sales and Service Representative***

**Good in written and verbal communication skills.  
Extremely productive in a high volume high stress environment. Take calls for Direct Response and Infomercial Accounts, Credit Card Application or Auto financing offer. Answered inbound calls in support of customer needs. Doing outbound calls for collection accounts. Conveyed in a reassuring manner step by step instructions to resolve application issues. Self-starter with a can do attitude.**

**\*CYBERCITY TELESERVICES LTD**

**19 JUL 2003 - 23 APR 2005**

**Clark Special Economic**

**Clark Field Pampanga Phils. 2010**

***Title: Call Center Agent***

**Answers inbound calls in support of customer needs for a telephone company. We assist customers in there telephone application. Ensure customers where given assistance in bringing their over limit and/or pass due account current. We also help customer in understanding billing questions. Perform duties in retaining customers who wanted to cancel their accounts and forwarding escalations regarding a phone line problem. Handled inbound calls for customer service for a telephone company.**

***Education***

**College:                               Angeles University Foundation**

**Degree:                                B.S. B.A. Major in Management and Entrepreneurship**

**Year Graduated:                  April 2001**

**High School:                        Holy Angel University**

**Degree:                                Secondary Education**

**Year Graduated:                  March 1997**

**Elementary:                         Immaculate Concepcion Parochial School**

**Degree:                                Elementary School**

**Year Graduated:                  March 1993**