**KRISSIA**

C/o-Mobile Number: +971 504973598

Email Address: [krissia.378005@2freemail.com](mailto:krissia.378005@2freemail.com)

**CAREER OBJECTIVE:**To apply for a job that would provide opportunity for career growth and would best fit my qualifications.

**WORK EXPERIENCES:**

**May 2016 – October 2017**

* **Customer Service Specialist II**

*For Consumer and Community Banking*/ Credit Cards

**JPMorgan Chase Bank N.A. – PGSC**

Net Plaza Building, 31st Street, Taguig, 1634 Metro Manila

**DUTIES and RESPONSIBILITIES:**

* Responsible in providing iconic customer service experience.
* Promoting certain financial products, benefits, and services.
* Responsible in handling customers’ complaints effectively and efficiently.
* Securing customers’ accounts and information.
* Providing financial assistance to clients and completes wide range of credit card transactions such as (payments, balance inquiries, credit line increase requests, disputes, balance transfers, retentions, interest charge calculation, etc.)

**June 2012 – May 2016**

* **Escalation Support/ Level II Agent - Mentor/ Communication Skills Trainer/**

**Customer Service Representative with Sales**

*For Retail Delivery and Installation*

**SITEL Philippines**

One Julia Vargas Avenue, Ortigas Home Depot, Pasig, Metro Manila

* **July 2015 – May 2016** (Escalation Advisor / Mentor/ Communication Skills Trainer)

Took escalation calls from Level 1 Agents. Expedited corrections or adjustments on customer orders. Sent direct e-mail to clients regarding escalated issues. Contributed to team effort by accomplishing related results as needed. Assisted both new and tenured agents on their tasks. Monitored calls and giving out feedback. Conducted communication skills training for both new and tenured agents,and providing them with updates on Policies &Procedures.

* **June 2012 – July 2015** (Delivery and Installation Customer Service Representative)

Handled inbound and outbound calls. Responded to both customers and associates about the availability of products or status of delivery and installation orders. Saving the sale. Strive for quick complaint resolution. Resolved product or service problems by clarifying customer’s complaints, determined the cause of the problem, updated customer’s delivery/ installation information, rescheduled or cancelled their delivery/ installation orders.

**TRAININGS ATTENDED:**

* **AutoCAD 2016 Comprehensive 2D & 3D***(With Color Rendering and Fusion 360)*
* **MICROCADD INSTITUTE INC.**(November 2016 – December 2016)

**EDUCATIONAL BACKGROUND:**

* **University of Pangasinan**, Dagupan City, Pangasinan

Bachelor of Science in Architecture (2006-2009/ 3rd year level)

* **Saint Charles Academy**, San Carlos City, Pangasinan

Secondary (2005-2006/ Graduated)

* **Virgen Milagrosa Child Learning Center**, San Carlos City, Pangasinan

Elementary (2001-2002/ Graduated)

**QUALIFICATIONS:**

* Fast learner with a positive attitude and willing to work under pressure.
* Excellent interpersonal and communication skills.
* Capable to multi-task and analyze information.
* Knowledgeable in architectural terms and AUTOCAD.
* Excellent in Microsoft Office Applications and computer operations.
* Ability to work effectively as part of a team or independently with minimal supervision.
* Ability to work in a dynamic environment and adapt to frequent project changes.

**PERSONAL INFORMATION:**

Birthday: June 02, 1990

Age: 27

Sex: Female

Nationality: Filipino

Religion: Roman Catholic

Civil Status: Married

**CHARACTER REFERENCES:**

AVAILABLE UPON REQUEST

I hereby certify that the information given above is true and correct to the best of my knowledge and belief.

**KRISSIA**