**First Name of Application CV No 448356**

Whatsapp Mobile: +971504753686



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Human Resource Management

Good Day!

I am writing to express my interest in the position that is currently available with your company. I appear to be a perfect match for this role. I have been in Call Centre Industry for five years now and I am confident that I can help your company meet any challenges it faces in the future. With my experience with Customer Service, receiving inbound and outbound calls, Collections, Administrative duties, managing people, Supporting New Hires, I have gained a reputation not only for my impressive work rate and integrity but also the important qualifications of a very good Customer Service Representative

The attached resume will provide a more complete overview of my accomplishments. However, what it may not show is that I am a self-motivated individual, who is able to perform well under pressure & who can bring to the table solid capabilities and results.

Currently I am looking forward to join an exciting and prestigious company such as yours, and I would be interested in learning more about the company and the available opportunities you offer.

I appreciate you taking the time to review my credentials and I would like to thank you for your time and consideration.

I am a recent Customer Service Specialist looking for a new work environment that would further hone my knowledge and skills towards providing excellent customer satisfaction. My goal is to succeed in an environment of growth and earn a job which will provide me satisfaction and self-development and help me achieve personal as well as organizational goals.

**CAREER OBJECTIVES**

**PROFESSIONAL QUALIFICATIONS AND STRENGTHS**

* Excellent verbal and written communication skills (English and Filipino)
* Skilled and is highly motivated and can work with minimal supervision.
* Flexible and Results oriented; willing to learn new things.
* Outstanding customer service skills; diplomatic and patient with all types of individuals and organizational levels.
* People Skills, Listening, Negotiating skills and Problem-Solving and Resolution
* Highly organized, with great attention to detail and follow-through.
* Dependable and has the ability to work in a team.
* Professional in appearance and strong work ethic.
* Computer proficient in windows application (MS word, Power point, Internet)

**WORK EXPERIENCE**

* **Billing-Technical Support & Sales Representative,**

**Ibex Global Solutions Philippines Inc.**

 Unit 301 Silver City Bldg. Tiendesitas Frontera Verde, Ugong, Pasig CityPhilippines

 Sept 2014 - May 2015

* **Technical Support Representative,**

**West Contact Services**

 24TH Flr. Export Plaza Building Chino Roces cor Gil Puyat, Makati City Philippines

 February 2014 - June 2014

* **Subject Matter Expert / Customer Account Executive**

**(CAE / SME for Billing-Repair-Sales)**

**Transcom WorldWide Philippines Inc.**

 Transcom Filinvest Bldg. 167 Edsa, Brgy. Wack-Wack, Greenhills East,

 Mandaluyong City 1554 Philippines

 July 2011 - January 2014

* **Collections Officer (Credit Operations Department)**

**Citibank N,A.**

 Citibank Square, #1 Eastwood Avenue, Eastwood City,

 Brgy. Bagumbayan, Quezon City 1110 Philippines

 April 2009 - May 2011

**Roles and Responsibilities**:

* + Answered as many as 50-60 inbound calls a day from different types of customers regarding misapplied charges, bill disputes, billing explanations and technical concerns, new installs and escalation issues; in a calm and professional manner
	+ Handled two leading companies based in The US, such as Comcast and AT&T
	+ Has been part of the “SAGE” (Support Advisory Group of Expert) for Comcast West Enterprise Philippines
	+ Do floor support for 2 years (Assist new hired agents and tenured agents regarding product knowledge inquiries and call handling)
	+ Took Supervisor calls
	+ Part of the pioneering team which launched a new campaign in Transcom Bacolod
	+ Did floor support and conducted Team huddles and Coaching for new agents under nesting period
	+ Did admin tasks and secretarial duties
	+ Processed payments and payment arrangements
	+ Created escalation tickets for recurring bill and technical issues
	+ Researched required information using available resources;
	+ Processed new installs for TV, Internet, Telephone and Mobile phones
	+ Processed change of service; upgrades and downgrades
	+ Processed shipments of orders and return label kit
	+ Collaborates with other departments to cater other customer needs
	+ Diagnosed and resolved technical issues involving IPTV, Internet Connectivity, Phone issues and troubleshoot services over the phone
	+ Schedule technician appointments in and outside customer’s premise
	+ Offered alternative solutions where appropriate with the objective of retaining customer’s and client’s business
	+ Follow up and make scheduled call backs to customers when necessary
	+ Accurately processed and recorded call transactions using a computer and designated tracking software, offered self-help options
	+ Handled bill inquiries from customers/associates on payment issues and outstanding balances
	+ Do outbound calls for 30-day past due credit cardholders
	+ Ensured account balances are either fully paid or paid with the minimum amount required on or before due date
	+ Reprinted bills and forwarded bill copies to customers thru fax
	+ Processed promise to pay amounts.
	+ Explained bill charges
	+ Handled bill disputes
	+ Has been consistently part of a top performing team
* **On-the-job Training, (Student Teacher), Holy Trinity Academy**

Balic-Balic, Sampaloc, Manila Philippines

 (2nd Quarter) 1st Semester, SY. 2007-2008

* **On-the-job Training, (Student Teacher), Center for Teaching and Learning, Philippine Normal University,** Taft Avenue, Manila

 (1st Quarter) 1st Semester, SY 2007-2008.

* **Program Facilitator, “Early Reading and Teaching Strategy for Community Literacy”** at the Multimedia Presentation 1, 6th floor, PODCIT Bldg.University of the East, Manila, Philippines

 July 21, 2007.

 **Roles and Responsibilities**:

* + Taught Kindergarten I and Kindergarten II (all subjects)
	+ Teacher Assistant
	+ Did admin tasks and secretarial duties
	+ Demonstrated an exemplar lesson during the “ STUDENT TEACHER’S DEMOFEST”
	+ Assisted the class adviser in monitoring the class attendance
	+ Assisted the class adviser in evaluating the students
	+ Assisted the class adviser during lunch in checking student’s diary and collecting reply slips
	+ Supervised small and big group activities
	+ Helped in redecorating the entire classroom
	+ Prepared class portfolio
	+ Helped in facilitating PTA meetings and class programs
	+ Prepared all the materials and props used during the student teaching period
	+ Helped in implementation of school’s beautification program
	+ Helped in preparing story telling materials and props
	+ Assisted the attendees during small and big group activities
	+ Assisted the speaker in evaluating the understanding of all attendees

**EDUCATIONAL BACKGROUND**

S. Y 2004-2009 Bachelor of Early Childhood Education

Philippine Normal University

 Taft Avenue, Manila

 March 2009

S. Y 1994-2004 Sacred Heart School of Cavite

 Mabini St., Alfonso, Cavite

 March 2004

**LECTURES AND SEMINARS ATTENDED**

* “*AT&T Product Training”, (Billing-Tech-Sales)*

Unit 301 Silver City Bldg. Tiendesitas Frontera Verde, Ugong, Pasig City

September 2014

* “*Comcast Product Training”, (Repair)*

24TH Flr. Export Plaza Building Chino Roces cor Gil Puyat, Makati City,February 2014

* “*Comcast Product Training”,(Billing-Repair-Sales)*

Transcom Worldwide Philippines Inc. , Transcom Filinvest Bldg. 167 Edsa, Brgy. Wack-Wack Greenhills East, 1554 Mandaluyong City August 2012

* *“Ultimate Secrets of Citibank Service Leadership”* ,*Training*

Citibank N,A., Citibank Square, #1 Eastwood Avenue, Eastwood City, Brgy. Bagumbayan, Quezon City 1110, October 2009

* “*Achieving Affective and Psychomotor Learning Outcomes”*

Department of Early Childhood Education Center for Teaching and Learning, PNU, Taft Avenue, Manila, October 2006

* Symposium on Dr. Maria Montessori’s Philosophy and Approach:

*“Designs for Differences”* Department of Early Childhood Education Maceda Hall, PNU, Taft Avenue, Manila September 2006

#### ACHIEVEMENTS

* Has been part of the SAGE group /Floor Support in Transcom
* Has been part of the Team which launched a new Campaign in Transcom Bacolod

(Did Floor supports and Conducted Team Huddles)

* Demonstrated an exemplar lesson during the “ STUDENT TEACHER’S DEMOFEST” held at the Center for Teaching and Learning, Philippine Normal University, Manila, August 1-3, 2007
* Received an award for Best Research about the “*Generosity of Preschool Pupils between Don Carlo Cavina School and Padre Zamora Elementary School”*

Geronimo Pecson Hall, PNU, Taft Ave., Manila, March 2008

**INTERESTS**

I am an active person and like to get outside and run, play volleyball in my free time. I have recently enrolled myself to a fitness class and currently in training. I was also a member of Drama and Glee Club back in my secondary school.

**PERSONAL BACKGROUND**

Age: 27 years old

 Date of birth: December 21, 1987

 Civil Status: Single

Religion: Roman Catholic

Nationality: Filipino