**Gulfjobseeker.com CV No:** **478164**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

Objective:

Seeking a long-term opportunity, where my professional experience, education, and abilities would be advantageous to the growth of my employer and myself.

Detailed experience:

Feb 2012 - Mar 2014 **CALL CENTER EXECUTIVE**

**Sharaf DG L.L.C.**

**Safeer Mall, Al Khan Interchange, Dubai-Sharjah Highway, U.A.E.**

**www.sharafdg.com**

*(One of the leading electronics destination in the Middle East)*

**Duties and Responsibilities:**

* Handling service complaints or issues satisfactorily
* Handling delivery inquiries and delivery complaints
* Respond to e-mail inquiries of customer in terms of order requests and cancellation, delivery and repair status, and item availability
* Provide customers with product and service information
* Identify and escalate priority issues
* Research required information using available resources
* Making recommendations of alternate solutions if customer expectations cannot be met

Oct 2010 – Nov 2011 **SCHEDULER**

**(GLOBAL WORKFORCE MANAGEMENT II)**

**Teletech Customer Care Management**

**Phils. Inc.**

**Lipa City Batangas, Philippines**

**www.teletech.com**

*(Comprehensive Customer and Enterprise Solutions since 1982)*

**Duties and Responsibilities:**

* Create schedules for high volume of associates using Excel based analyzers
* Effectively schedule all off phone time activities of associates including team meetings, trainings and recommend vacation limits
* Analyze trends in volumes, productivity and other metrics to drive staffing changes and/ or productivity metric improvements
* Provide regular reporting analysis updates to business leaders on several key volume drivers
* Identify and implement continuous improvement related to forecast accuracy and planning
* Engage leadership team when changes occur to forecasted volumes and design new strategies to address these changes
* Identify and communicate areas for continual improvement of service levels for customers; recommending and initiating process improvements necessary to attain expected targets
* Maintain accurate employee records in Excel, CMS and CME databases,Teledex and Locus applications
* Process requests via service desk such as schedule swaps,attrition, time-offs, etc.
* Professionally represent the team in meetings and discussions as needed
* Miscellaneous clerical duties and ad hoc tasks to support call center

Jun 2008 – Oct 2010 **TECHNICAL SUPPORT REPRESENTATIVE**

**Teletech Customer Care Management Philippines, Inc.**

**Lipa City Batangas, Philippines**

**www.teletech.com**

*(Comprehensive Customer and Enterprise Solutions since 1982)*

**Duties and Responsibilities:**

* Respond to complex customer calls and provide excellent customer service
* Responsible for handling all computer persistent cases
* Responsible for providing technical support such as home networking, DSL, email, log in and password issues
* Very knowledgeable with DHCP/PPPoe connection
* Support to wireless connection and complex issues
* Create concise and complete technician requests for client’s computer software and hardware issues
* Install/ Uninstall computer softwares
* Reformat Computer / Modem Configuration

May 2007 – Jun 2008 **SERVICE CREW**

**Jollibee Foods Corporation**

**Lipa City Batangas, Philippines**

**www.jollibee.com.ph**

*(Largest Filipino multinational fast - food chain restaurant)*

**Duties and Responsibilities:**

* Providing excellent customer service
* Presenting and explaining menu items to customers
* Taking food and drink orders and entering data into restaurant register system
* Assisting with the preparation of food items
* Accepting payment and cash register operation

**Educational Attainment:**

June 2004 to March 2008 **Systems Technology Institute College**

**Lipa City Batangas, Philippines**

**Bachelor of Science in Information Technology**

**Achievement:**

* Best Thesis Award (“Online Inquiry and Reservation System”)

Personal Background:

I am a Filipino citizen, married and was born on the 5th of June 1983. I am a hardworking person with a good background in Information Technology and customer service learned through education and work experiences.

I am able to quickly learn new systems and procedures and handle analytic tasks very well. I have a good interpersonal skill and will be able to work independently. I have a profound knowledge of Windows based application software Word, Access, Excel and Powerpoint.

Character References:

Available upon request.