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**CAREER OBJECTIVE:**

 To obtain a position that will enable me to use my strong organizational skills, educational background and ability to work well with people.

**PERSONAL DATA:**

Age: 30 years old

Sex: Female

Civil Status: Married

Nationality: Filipino

**PROFESSIONAL EXPERIENCE**

July 6, 2009 – Feb. 14, 2010 Associate – Customer Service and Sales

 HSBC Electronic Data Processing (Philippines) Inc.

 Alabang, Muntinlupa City, Philippines

* Inbound Customer Service for US based client (Financial Account).
* Responsible for relationship building and account management while resolving customer inquiries in a professional manner.
* Takes ownership and initiative to complete necessary research and customer follow-up or direct the customer to the appropriate department for resolution.
* Responsible for achieving individual targets and/or sales goals whilst maintaining quality and compliance.
* Make offers to eligible calls to make a sale.

Mar 29, 2007- June 17, 2009       Customer Service Consultant

                                                24/7 Customer Philippines, Inc.

              7f Insular Life Building, Ayala Avenue,

 Makati City, Philippines

-          Committed in providing the best customer service.

-          Inbound Customer Service for Mobile- Optus Mobile - Australia

-          Handled customer’s billing inquiries and complaints.

- Performed basic troubleshooting for mobile faults.

-          Responsible in processing all customers request with regard to account and service maintenance.

 Sept 4, 2005-Mar 21, 2007        Customer Care Specialist

                                                IBM Daksh Business Process Philippines

                                                30F PBCOM Tower, Ayala Avenue, Makati City, Philippines

-          Inbound Customer Service for Mobile – Sprint Mobile -US

-          Committed in providing the best customer service.

-          Handled customer’s billing inquiries and complaints.

* Make offers to eligible calls to make a sale.

  - Processed all requests of the customer with regard to their plan subscriptions.

-          Responsible in processing all customers request with regard to their postpaid services, bills and plans.

Dec 8, 2003-July 28, 2005           Customer Service Representative

                                                Advanced Contact Solutions, Incorporated

                                                LISP, Diezmo, Cabuyao, Laguna, Philippines

-          Handled customer’s enquiry and complaints regarding mobile prepaid

-          Inbound Customer Service for Mobile – Globe Prepaid

-          Committed in providing the best customer service.

 January 30, 2002- July 30, 2002 Sales Coordinator

 Excelon Industrial Plastic

 Sta. Rosa, Laguna, Philippines

-          Provide direct marketing and sales support to field/ distribution sales organization.

-          Handled all sales inquiries via telephone, fax and email.

-          Responsible in sending quotation required by clients.

**EDUCATIONAL BACKGROUND**

Graduate of Bachelor of Science in Computer Science

University of Perpetual Help System

Biñan, Laguna, Philippines

Date of Graduation: April 19, 2000

Completed Housekeeping Course

IETI San Pedro, Laguna, Philippines - TESDA Accredited

 November 27, 2009

**SEMINARS ATTENDED**

Hardware and Software Trends with Web Page Development Technology

19th of February 2000

Room 221 and 215 Main Bldg., University of Perpetual Help System- Laguna

 Electronic Commerce

15th of January 2000

JLT Building , University of Perpetual Help System- Laguna

Internet Protocol

22nd of January 2000

JLT Building, University of Perpetual Help System- Laguna

Sequel Server and Crystal Reports

12th of April 2000

JLT Building, University of Perpetual Help System- Laguna

 Web Page Development

16th of December 1999

Performing Arts Theater, University of Perpetual Help System- Laguna

Java Programming

1ST day of March 2000

Performing Arts Theater, University of Perpetual Help System- Laguna

 **REWARDS and RECOGNITIONS**

Perfect Attendance (December 2009)

January 2010

HNAH Cards Care

HSBC Electronic Data Processing (Philippines) Inc.

8th Place - Top 10 Agents for Mobile Customer Service from January to February 2009

13th of April 2009

Optus Mobile - Postpaid Department

24/7 Customer Philippines - 7F Insular Life Bldg. Ayala Avenue, Makati City

Part of the TOP 1 TEAM FOR TOPGUN MARCH

13th of April 2009

Optus Mobile - Postpaid Department

24/7 Customer Philippines - 7F Insular Life Bldg. Ayala Avenue, Makati City

Perfect Attendance

September to November 2008

12th of December 2008

Optus Mobile - Postpaid Department

24/7 Customer Philippines - 7F Insular Life Bldg. Ayala Avenue, Makati City

 Module Assessments Champ

PST and Fish bowling

Optus – MCC Postpaid 7

25th of April 2007

24/7 Customer Philippines - 7F Insular Life Bldg. Ayala Avenue, Makati City

Perfect e-CSAT and e-Issue Resolved for month of June 2006

31st of August 2006

IBM Daksh Business Process- Philippines

31F PBCom Tower Makati City, Philippines

Dependability Award

12th of May 2004

100% DPQ award based on March and April 2004

Advanced Contact Solution