Andrenniel

Andrenniel.348023@2freemail.com

Summary of Qualifications

* Rich experience of more than 8 years working for distinguished contact centers and BPO (Business Process Outsourcing) companies handling various accounts/campaigns
* Proven competency of dealing with international customers from various classes, assisting them with orders and answering their questions regarding products and services
* High level proficiency with Microsoft Word, Outlook, Excel and Internet
* Extensive practical knowledge of office administration and corporate operations
* Excellent communication and interpersonal skills and keenness to detail
* Innate dynamism which lets work in the working atmosphere with ease

**Work Experience**

***Production/ Kitchen Administrator, August 2016 -*** ***Royal Catering Services***

P.O.Box 73085

Mussafah, Abu Dhabi

United Arab Emirates

Responsibilities and Duties

* Assist the chefs with the overall kitchen production
* Manage incoming banquet and function orders
* Distribute sales orders for production
* Cascade information to the entire kitchen production regarding banquets, events and function orders
* Manage production of contracted orders through distribution of menu and sales orders on a daily basis
* Close production orders through Microsoft Dynamics (Axapta) on a daily basis and make sure sales orders are delivered on a timely manner.

**TravelSpecialist / Production Supervisor, April 2013 – April 2016**
**Orbitz Worldwide/ CheapTickets International**

***Ibex Global Philippines***

9/F Hanston Bldg.

Emerald Ave. Ortigas Center

Pasig City, Philippines

Responsibilities and Duties

* Supervised the team to make sure the daily sales quota is met on the client requirements
* Managed agent’s KPI and do side by side coaching
* Processed the agents’ attendance and payroll
* Managed incoming chats and calls from Orbitz and CheapTicketsinternational customers and assisted them with hotel, flight and car reservations
* Provide recommendations with regard to customers’ various travel needs
* Correspond with different hotels worldwide to get information about reservation details, room assignments and descriptions
* Assisted the Team Manager with escalations and do administrative tasks.
* Handled escalations and customer complaints regarding their flights/hotel reservations

**Accomplishments**

* Consistently one of the top performing agents based on KPI (Key Performance Index) scores.
* Awarded Best In Quality for 3consecutive years (2013 and 2015)
* Appointed as Assistant Supervisor who handled a team of 24 agents

**Parts Sales Consultant, September 2012 – March 2013**
**Sears Parts Direct (USA)**

***Ibex Global Philippines***

3/F Silver City Center.

Las Fiestas Road, Frontera Verde

Pasig City, Philippines

Responsibilities and Duties

* Managed incoming chats and calls from Sears Parts Direct US customers and assisted them with getting parts for various Sears appliance products
* Provided level one technical support and simple troubleshooting
* Recommend different household products for additional sales

**Accomplishments**

* Consistently one of the top performing agents based on KPI scores.
* Top-selling agent for six months (based on dollar amount conversion)
* Selected as one of the top choice for the trainer post

**Customer Account Executive, September 2009 – October 2011**
**Comcast Cable and Internet**

***Transcom Worldwide Philippines Inc.***

Transcom Center, Las Fiestas Road

Frontera Verde Pasig City, Philippines

Responsibilities and Duties

* Communicate with Comcast US customers about their billing questions;
resolve service concerns; provide rate and programming information.
* Research status of installation and service calls in order to resolve
customer complaints; research misapplied payments, billing and service
adjustments.
* Explain customer billing in detail to give customers a clear
understanding of charges.
* Maintain high level of product, process and competitive knowledge.
* Provide quality customer service through one-call resolution and
establishing long-term customer relationships.
* Accurately responds to and resolves most questions and issues, referring
only the most complex to the next level.
* Applied experience in specialty and demonstrates ability to exercise
good judgment.
* Duties and tasks are varied, and performed under minimal supervision.
* Ability to work overtime and on off-peak schedules.

**Accomplishments**

* Became a floor support (Subject Matter Expert) on January 2010
* Consistently one of the top performing agents based on KPI scores.
* Promoted as Assistant Supervisor and trained to handle level one escalations

**General Accounts Executive, September 2007 - August 2009**
**Ingram Micro North America**

***e-PLDT Ventus Inc****.*

1/L Bonifacio Technology Center

31st St. cor. 2nd Ave., eSquare IT Park,

Bonifacio Global City, Taguig City, Philippines

Responsibilities and Duties

* Answer Calls and Emails

•    Answer incoming calls within an ACD (Automatic Call Distributor) environment.
•    Answer and respond to incoming emails within Emailtopia (***client based tool***)
•    Interact with other departments to resolve customer situations.
•    Process customer RMA requests via department work flow management (POWER)/Impulse systems (***client based tool***).
•    Replacement order entry.
•    Input claims into POWER for investigation.
•    Utilize IM-Informed for exception processing.
•    Communicate via e-mail as needed.
•    Sales support where/when necessary.

* Issue RMA (Return Merchandise Authorization)

•    Utilize on-line tools for P&P (policies and procedures) and work instructions.
•    Utilize Impulse vendor compliance tables.
•    Utilize Impulse vendor compliance tables systems within company policies & guidelines up to approved authority levels.
•    Communicate results to internal/external customers via verbal or electronic means.

* Investigate Claims

•    Utilize on line tools to aid in investigation.
•    Investigate and approve customer claims up to approved authority levels.  Inspection and test
•    Interact/communicate both internally and externally to aid in resolution.
•    Backlog management.
•    Support quality system through submission of Process Improvement suggestions.

**Skills and Interests**

* **Strong verbal communications**
* **Good problem solving skills**
* **Office administration**
* **Research**
* **Team membership**
* **Good interpersonal skills**
* **High volume workload skills**
* **Computer literacy (Windows environment)**

Education

**B.S. Computer Science**

University of Santo Tomas

España Ave., Sampaloc, Manila, Philippines

2000-2002

**Secondary Education**

La Immaculada Concepcion School

E. Caruncho Ave., Malinao, Pasig City, Philippines

Personal Information

 **Birthplace: Quezon City, Philippines**

 **Nationality: Filipino**

 **Marital Status: Single**

 **Languages: English, Filipino**

 **Visa Status: Employment Visa (Supervisor)**