**Alona**

**Alona.348328@2freemail.com**

**EMPLOYMENT HISTORY**

**Cognizant Technology Solutions Inc.**

11h Floor Hanston Square Bldg, One San Miguel Avenue, Pasig City, Philippines

March 04, 2013 – January 30, 2017

**Position: Customer Service Executive / Senior Process Associate**

Job Description:

* Answering incoming calls from individual past or present policy-owners, certificate-holders, pended applicants, employees, distributors and other parties about Voluntary Employee Benefits Products
* Authenticating the identity of the caller, researching the applicable customer records in order to respond to the caller’s question or requests and manage SLAs
* Inputting any information and commands necessary to fulfill simple requests, documenting the call content and any actions undertaken on the applicable administrative system and transferring complex requests to other Cognizant Group resources for further action if the Customer Service Associates are unable to resolve such requests.
* System/Tools Used: VDI, Outlook, Oracle Peoplesoft, AdminServer, Underwriting Workbench, The Source portal, CT1035, CNB/UNB, IPAS, Wise
* **What I have contributed: Adhoc tasks included workload count and distribution on a daily basis and update the Attendance dashboard every day; SLAs were managed in a timely manner; KPIs were discussed with team lead every week, no escalations received from agents; cross trained and performed two roles at the same time; provided ideas on how to improve handling time and process organization; Associate of the Quarter and Wall of Famer**

**Affiliated Computer Services (A Xerox Company, now Conduent)**

8th Floor One E-Com Building, Palm Coast Avenue, Mall of Asia Complex, Pasay City, Philippines

February 14, 2011 – February 13, 2013

**Position: Human Resource Specialist (Xerox – GB) – Level 3; lateral transfer to CIGNA**

Job Description:

* Answer and respond to incoming calls from employees and former employees. Provide information and resolve any issues pertaining to these calls in a timely, courteous and professional manner.
* Perform, track and log all transactions performed related to Human Resources and/or Benefits processes.
* Follow up on outstanding issues to ensure resolution, keep the customer informed on the status of research, close out case when complete.
* Notify Technical Analyst and Team Manager of potential or recurring problems regarding issues.
* Understand, apply and communicate conceptual elements of Benefits and/or Human Resources rules, regulations.
* Handle confidential information with sensitivity and discretion in accordance with Data Privacy requirements.
* Adhere to scheduled phone time during shift and remain flexible to support unanticipated events that drive volume. Flexibility to support peak volume events throughout the year.
* System/Tools Used: SAP (ESAP), Knova, Outlook, Citrix, Siebel, Oracle Peoplesoft
* **What I have contributed: well managed SLAs; KPIs were discussed with team lead every week, no escalations received from employees; cross trained and performed six different skill set for US HR Operations (onboarding, benefits open enrollment, payroll, business as usual, retirement and terminations); performed 3 functions in UK HR Operations (onboarding, employee retention and terminations); maintained a 98% CSAT with a lowest CSAT score of 95%; Extra Mile Awardee**

**Eperformax Contact Centers and BPO**

Makati Ave., Makati City, Philippines

August 22, 2010 – February 12, 2011

**Position: Customer SupportExecutive for Other Trust and Safety Department Specialist (eBay account)**

Job Description:

* Acts as Marketing Consultant of eBay members
* Attends to queries through phone and email in a polite and courteous manner.
* Part of the challenge of task is to de-escalate irate callers and or members
* Handles security-specific information such as member’s account, password reset if needed.
* System/Tools Used: Citrix, Unify (Siebel), Outlook
* **What I have contributed: well managed SLAs; KPIs were discussed with team lead every week, no escalations received from buyers and sellers**

**24/7 Customer Philippines Inc.**

MJ Plaza Building
#106 Valero Street, Salcedo Village, Makati City, Philippines.

February 8, 2010 – August 13, 2010

**Position: Technical Support Specialist**

Job Description:

* Provides technical solutions to customers’ issues (ISP-related issues, connectivity, Email, Security, MAC OS, etc.)
* Multi-task problem resolution, documentation and call-handling
* Basic know how on troubleshooting steps as the foundation for providing technical solutions to customers
* Cross-trained to assist Brighthouse Network customers
* System/Tools Used: UDI, Remedy, Navigator, Citrix
* **What I have contributed: well managed SLAs; KPIs were discussed with team lead every week, no escalations received from customers**

**Kgb\_Philippines (former INFONXX PHILS, INC.)**

BTS Facility SRE 2a Commercial Sta. Rosa-Tagaytay National Rd., Bo. Don Jose, Sta. Rosa, 4206 Laguna

January 31, 2006 – January 28, 2010

**Position: Customer Service Representative**

Job Description:

* Attends to customers and clients queries and requests and provide them with the services they need leaving the best kind of customer satisfaction
* As a Customer Service Representative, the main task is to answer calls from the customers and search for the information they need using the Enhanced Directory Assistance System, otherwise known as EDAS. Most of the time, callers will be asking for “listing” information (Business listing, Residential Listing, Government Listing).
* Also, part of the services offered by Enhanced Services are movie times and listings, events information, Spanish language services, International Directory Assistance, directions and a lot more.

**Position: TNUK Database Project**

Job Description:

* Search the web for restaurants, menus, menu detail and price list
* Input data for restaurant menus, menu detail, classification and description, and prices in Microsoft Excel as base application before the IT Department upload them in the UK Database platform.

**Position: TNUK Call-outs**

Job Description:

* Conducts call-outs to ask for e-mail address, website and URL of restaurants including the ones inside the hotels; to ask for opening and closing times; to ask if the restaurant provides services for delivery and takeaways; information for booking and reservations
* System/Tools Used: EDAS
* **What I have contributed: number of calls received increased every week; call handling time decreased while maintaining a 100% QA with multiple Excellence Reports received, no escalations received from callers**

**DIGITEL MOBILE PHILIPPINES INC.**

11Flr. Galleria Corporate Center, Edsa corner Ortigas Avenue,1110 Quezon City

February 21, 2005 – October 15, 2005

**Position: HR Assistant (Project-based role)**

Job Description:

* Handles the encoding of Employee Information System in the HRIS database
* Migration of Employee 201 files (documentation and filing)
* Provides supporting databases for HR Division
* Prepare temporary ID’s for subcontractors and proxy cards for employees
* Preparation of reports and updates
* Extends function to Compensation and Benefits Department
* Assistant to the HR Officer and HR Senior Manager
* System/Tools Used: HRIS
* **What I have contributed: migration of HR files from physical folders to systematic and organized Human Resource Information System database created by the IT departmentfor faster reports generation and request automation**

**SIEMENS POWER OPERATIONS INC.**

Sta. Rita Batangas City

July 26, 2004 – January 25, 2005

**Position: Office Clerk for Chemical and Environmental Department)**

Job Description:

* Encoding Material Safety Data Sheet on the MSDS database
* Encoding other reports generated by the department
* Filing reports and monitoring log sheets
* Documentation of laboratory analyses and reports
* Updating the data in the network (LAN)
* System/Tools Used: MSDS
* **What I have contributed: continued the database designed for the ISO Annual Audit for 2004**

**JG SUMMIT PETROCHEMICAL CORPORATION**

Bo. Simlong, Batangas City

December 2002 – April 2003

**Positon: IT Trainee**

Job description:

* Participation in Maximo Overview Demonstration and Preventive Maintenance (PM)
* Aid in the uploading of data for Baanc4 migration
* Partitioning and formatting hard disks
* Install software and operating systems
* Monitor servers and computers
* Encode IT reports in the database

**LICENSES AND CERTIFICATIONS**

**LOMA 280 (Life Office Management Association), internal Cognizant Life Insurance certification;**

**iSTAR passer (external certification)**

**PERSONAL INFORMATION**

Birthday May 10, 1983

Age 33

Sex Female

Civil Status Single

Citizenship Filipino