Email: leya.371779@2freemail.com

Address: Bur Dubai

**SKILLS**

* Good Communication skills, both verbal and written.
* Excellent in providing customer service satisfaction.
* Computer Literate.
* Good people handling skills.

**TRAININGS**

* Up skill training for stock and shares merger acquisition process.
* Completed Blue Sky Training for Telephone Banking (HSBC)
* ADSL2+ and NBN products, process training.

**ACHIEVEMENTS**

* Verbal and written commendation for Starbucks Employee Stock Purchase Plan event year 2010 for BNY Mellon shareholders services.
* Received commendations in providing excellent customer service in HSBC customer satisfaction survey.
* Promoted as a Transition coach/trainer in Customer Service training department (TPG)

**PERSONAL INFORMATION**

Birthdate: February 22, 1987

Place of Birth: Philippines

Age: 30

Sex: Female

Status: Single

Nationality: Filipino

Language: English and Filipino

Height: 5’2

**PROFESSIONAL PROFILE**

Well organized, self-motivated and resourceful in providing high quality of work with excellent background in customer service industry.

**WORK EXPERIENCE**

**Orchid Cybertech Services Inc/ TPG Telco Australia**

**Ortigas Business Center Pasig City Philippines 1605**

**(January 2013 to February 2017)**

**Customer Service Transition Coach/Trainer** (July 2015 to February 2017)

* Coach and assist trainees first week in taking calls after product training.
* Provide feedback and recommendation for the trainee’s strength and areas of improvement.
* Handles trainee’s deployment to their respective teams and to the operations.
* Discussed updates and provide real time feedback.
* Conduct live call monitoring and side by side coaching for bottom performers.

**E-mail Customer Service support** (January 2014 to July 2015.)

* Provide urgent off-line support regards to the customer’s account specific inquiry and billing concerns.
* Provide quality written response thru e-mail in real time manner.

**Customer Service Representative** (January 2013 to December 2013)

* Handles customers general inquiry regards to their account statuses, such as transfer of ownership and billing concerns.
* Answers incoming calls in a courteous and pleasant manner.
* Handles different type of customers with respect and positivity.

**HSBC Electronic Data Processing Inc.**

**Northgate Cyberzone Alabang Muntinlupa City, Philippines**

**( July 2011 to April 2012 )**

* Worked as a Telephone Banking representative for HSBC Bank UK.
* Provide assistance regards to the customers bank account.
* Performs transactions such as Bill payments, transfer of funds and offering company’s other products and services.

**ADVANCED CONTACT SOLUTIONS ( ALORICA INC.)**

**(Bank of New York Mellon shareowner services)**

**Makati, Philippines ( January 2008 to February 2011)**

* Worked as a Stock transfer agent for a stocks and shareowner company.
* Handles shareholders inquiry such as value of the shares and stock prices in the stock market.
* Handles mergers and acquisitions, from stock liquidation to employee stock purchase plan event.
* Handles customers cost basis concerns and other account specific query.

**EDUCATIONAL BACKGROUND**

* Bachelor of Arts Major in Broadcast Communication

University of the East - Manila Philippines