



FLORIE

 [VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Support
- Sales & Lead Handling
- Inbound & Outbound Calling
- Quality Assurance & Call Evaluation
- Order Processing & Tracking
- Communication & Active Listening

TOOLS

- Microsoft Office
- ClickUp
- Zoom
- Slack
- Dialer Tools

Customer-focused Customer Service Specialist with 7+ years of experience in sales support, order management, and customer engagement across BPO environments. Proven ability to handle inbound and outbound calls, track orders, and maintain quality standards while coaching agents and ensuring service excellence. Brings strong communication, active listening, and problem-solving skills to help organizations enhance customer satisfaction, improve service quality, and drive consistent operational performance.

WORK EXPERIENCE

AUDIENCE DEVELOPMENT SPECIALIST / QUALITY ASSURANCE SPECIALIST

Open Look Business Solutions Inc. | 2017 – Present

- Handles inbound calls, validates call quality, and coaches agents to improve performance while ensuring compliance with company standards.

CUSTOMER SUPPORT ASSOCIATE

Tech Mahindra | June 2016 – December 2016 (7 Months)

- Assisted customers with order placement and tracking while providing support for inquiries and resolving issues.

SALES REPRESENTATIVE (OUTBOUND)

Support Save | February 2016 – May 2016 (4 Months)

- Conducted outbound sales calls, engaged prospects, and promoted products/services to drive conversions.

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