



WORK EXPERIENCE

CALL CENTER ASSOCIATE/AGENT

The Results Companies | August 2017 - August 2018 (1 Year)

- Handled client calls to obtain information, determine eligibility, and recommend improvements to procedures while maintaining quality results.

CALL CENTER ASSOCIATE/AGENT

Alorica | November 2014 - July 2017 (2 Years, 8 Months)

- Managed customer accounts, resolved service issues, and handled large volumes of incoming calls to address customer complaints and ensure satisfaction.

CUSTOMER SERVICE REPRESENTATIVE AND WEB CHAT SUPPORT

Techmahindra | May 2022 - January 2023 (8 Months)

- Provided customer service and web chat support, assisting with inquiries and resolving technical issues for clients.

CUSTOMER SERVICE AMBASSADOR

TDCX Philippines | April 2023 - Present

- Currently delivering exceptional customer service, supporting client interactions, and ensuring customer satisfaction.

SKILLS/AREAS OF EXPERTISE

- Publishing Support
- Customer Service
- Administration

TECHNOLOGY

- Google Workspace
- Microsoft Office
- Dialer Tools
- Slack
- Canva

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