



CHARIZZE

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

VIRTUAL ASSISTANT

Alarm Masters Corp | May 2024 – Aug. 2024 (3 Months)

- Handled accounts receivable, collections, data entry, and customer communication via phone and email for project-based work.

CSR – BILLING & COMPLAINTS SPECIALIST

Tech Mahindra (TalkTalk – UK Telco Account) | Aug. 2021 – Jul. 2022 (11 Months)

- Resolved high-risk billing complaints, led refresher trainings, and supported a team as TL POC and Subject Matter Expert.

CSR & TECHNICAL ADVISOR

Concentrix (Microsoft Surface APAC) | Jun. 2020 – Aug. 2021 (1 Year, 2 Months)

- Provided remote tech support, order processing, and device troubleshooting while maintaining detailed case records.

Customer Service Associate

Wipro (BestBuy – US Retail Account) | Oct. 2018 – Nov. 2019 (1 Year, 1 Month)

- Managed customer orders, inquiries, and concerns with professional follow-up and system documentation.

Outbound Telemarketer – Lead Generation

SupportSave Solutions (YellowPages – US Business Directory) | Jan. 2015 – Feb. 2016 (1 Year, 1 Month)

- Conducted lead research and outbound calls, maintained and updated accurate records for outreach campaigns.

SKILLS/AREAS OF EXPERTISE

- Customer Service (Inbound / Outbound Calls, Email, Live Chat)
- Data Entry
- Administrative Support (Email Management, Calendar Scheduling)
- Lead Generation (Cold Calling, Research, Database Management)

TECHNOLOGY

- Google Workspace (Docs, Sheets, Calendar)
- Microsoft Office (Excel, Word, Outlook, OneDrive)
- Dialer Tools
- Trello
- Asana
- Notion
- Slack
- Zoom
- Google Meet
- Microsoft Teams

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