



# Angelica Pilayan

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🐙 <https://github.com/AngiePilayan>

## Skills

- Strong knowledge and experience in Zendesk, Microsoft Office, SEO and Google Workspace
- Problem Solving
- Oral and written communication skills
- Leadership

## Achievements

- Bookkeeper (Bookkeeping NCIII 2018)
- Certified Financial Market Professional
- Certified Advanced Equity Analyst
- Certified Advanced Technical Analyst
- Deans Lister
- Top Agent (Feb 2021)

## Profile

A confident, outgoing and smart Senior Customer Service Associate who is calm by nature and has a good telephone manner. I am a highly organized and hardworking individual seeking a position of responsibility in order to obtain professional experience while making a significant contribution to the growth of the company.

## Education History

### Bachelor of Science in Financial Management

University of Makati

June 2018 - 2022

- Modules include analyzing Financial Statements, Accounting, Investments, Financial Analysis and Basic Finance

### Accountancy and Business Management

University of Makati

June 2016 - 2018

- Modules include Basic Accounting 1 and 2, Business Finance, and Monetary Policy.

## Work Experience

### Senior Customer Service Associate


Open Access BPO

July 2019 - July 2022

Services are provided by the following:

- Handle 50 + **calls, chats, and emails** per day
- Resolved customer disputes in a timely fashion by leveraging product knowledge
- Processing orders and tracking shipments
- Identifying, escalating priority issues and reporting to the high-level management.
- Collaborated with management and fellow reps to make customer protocols more efficient.
- Completing call notes and call reports
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing escalated calls and chat.
- Monitor live queues for both Phone and Chat.

I hereby certify that all of the above information's are true and correct to the best of my knowledge and belief.

  
**ANGELICA E. PILAYAN**  
Applicant's signature