



CHARLENE ANN L. DEGUIÑA

PERSONAL PROFILE

Customer Service Representative with over 4 years of experience in phones, email and chat department including Seller's eBay account, invoices, PayPal and cases.

Appointment Setter with over 1 year of experience in scheduling appointments for an Insurance company and in Real Estate (wholesaling).

SKILLS & ABILITIES

- Customer Support
- Email, phones and chat support
- Operational knowledge of Microsoft Office software, Google services and applications
- Familiarity with telephone manners and data entry work
- Experience of B2B appointment booking, scheduling, and management
- Good communication skills

CONTACT INFORMATION

09951598722
cxiahlen19@gmail.com
Blk 6 lot 21 Summerwind phase
2, Salitran 3, Dasma Cavite

EMPLOYMENT HISTORY

Customer Service Representative

Sutherland Global Philippines, Taguig
December 2013 to January 2018

- Answering product and service questions, suggesting information about other products and services.
- Updating their account information, checking invoices and provide answer to their queries.

Appointment Setter/ Lead Generation

-AVA Digital Service Real Estate
(Freelance)

-Farmers Insurance company
April 2019 to July 2019

-Dimel Properties (Real Estate)
January 2020 to August 2020
Spotlight Holdings LLC
October 2020 to July 2021

- Calling clients, Setting phone calls and Appointments
- Skip tracing and Data entry.

EDUCATIONAL HISTORY

Southern Luzon College

Associate in Hotel and Restaurant Management
Graduated in 2010

Dasmariñas National High School

-Main
Graduated in 2006

REFERENCES

David Paul Mahinay
Former Team Leader
Sutherland Global Philippines, Taguig
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