



KRISTINE MALAZARTE

Registered Electrical Engineer



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Rizal, Philippines

ABOUT ME

Drawing from my extensive background in customer service and travel specialization, my work experience has been pivotal in refining my collaboration and task delegation capabilities, skills that are paramount in the role of an Electrical Engineer. I have demonstrated proficiency in organizing tasks, orchestrating projects with efficiency, and adeptly resolving challenges – all fundamental attributes for delivering comprehensive support to company. Moreover, my capacity to seamlessly multitask empowers me to manage a multitude of responsibilities concurrently, upholding quality standards without compromise.

WORK

JUL 2019 -
JUL 2022

WNS
Senior Travel Specialist

- Curated bespoke travel experiences for 50+ clients monthly, orchestrating itinerary logistics encompassing flights, accommodations, transportation, and leisure activities with meticulous attention to detail.
- Leveraged destination research and trend analysis to recommend optimal travel options, resulting in a 20% increase in client satisfaction ratings and a 15% boost in repeat bookings
- Proactively addressed and resolved travel crises, including flight cancellations, delays, and itinerary adjustments, ensuring seamless journeys and maintaining a 98% client satisfaction rate.

MAY 2017 -
MAY 2019

RESULTS CX- CAREERS
Customer Service Representative

- Exhibited adeptness in managing high-volume inbound calls, averaging 40+ interactions daily, while maintaining a 90% customer satisfaction rate.
- Utilized active listening and problem-solving skills to discern customer needs and recommend appropriate products and services, resulting in a 15% increase in upsell revenue.
- Collaborated with cross-functional teams to address systemic issues impacting customer experience, resulting in a 30% decrease in customer complaints within six months.

SEMINARS

2021-2022

RIZAL TECHNOLOGICAL UNIVERSITY

- Calculator Techniques
- Electrical Safety
- Wadhvani Foundation Certification Program

EDUCATION

2019 - 2023 RIZAL TECHNOLOGICAL UNIVERSITY
Bachelor's Degree, Electrical
Engineering
Academic Achiever 2022-2023

TASK EXPERTISE

Customer Service
Project Management
Research
Technical Support

PROFICIENCY IN TOOLS

Autocad
Canva
Google Sheets
Google Slides
Google Docs
Google Meet
Microsoft Excel
Microsoft Powerpoint
Microsoft Word
Zoom

SKILLS

Adaptable
Problem- solving
Organization Skill
Analytical Skill

CHARACTER REFERENCE

- Engr. Arturo Cabugayan
College Professor
09470587058
- Engr. Roger Parchamento
Review Center Mentor
09175902926