

Ruby Mae Sargento
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PROFFESIONAL EXPERIENCE:

Innovative Systems Group Global

(February 2021 – Present)

Junior Recruiter

Responsibilities:

- Full cycle recruiting for clients based in the U.S.
- Managed recruiting process from opening requisition to hire
- Interviewed and screened candidates
- Negotiated and extended offers to qualified candidates
- Networked on LinkedIn, Career Builders, Dice and Indeed for purposes of building a network of potential candidates

Savoy Acquisitions and Development LLC

(November 2020 – July 2021)

Virtual Assistant/Data Entry

Responsibilities:

- Sends open records request to the cities in Texas every month
- Use Propelio to extract D4D and Regional leads.
- Scrubs responses using MLS and upload data using Batchleads
- Create trackers for the responses
- Answers email inquiries from the City Secretary

Afni Philippines

(October 2019 – December 2020)

Project Coach/Supervisor- Sprint/T-Mobile

Responsibilities:

- Led a team of 27 agents in an inbound environment.
- Determined the course of action for each call based on pre-established guidelines and policies & procedures including escalations and urgent matters
- Coached and mentored agents
- Took escalation calls if the customer asked for a Manager.
- Oversee and ensure conflict resolution between agents and customers.

Resolution Specialist- Sprint

(September 2018 – September 2019)

Responsibilities:

- Took escalation calls from front line supports
- Assist front line supports in assisting customers in a timely manner.
- Provide assistance so the front line agents can provide accurate information and resolve customer's concern

Chat Support Subject Matter Expert -Sprint

(February 2018 – August 2018)

Responsibilities:

- Assisted chat support agents about the product.
- Provides feedback and coaching
- Took supervisor chats
- Create offline payment arrangements for the customers

Customer Finance Agent- Sprint

(June 2015 – January 2018)

Responsibilities:

- Answer customer's inquiry about their account
- Assisted customers in creating payment plan/arrangements on their account
- Assisted customers in troubleshooting devices
- Provided assistance and billing explanations

Teletech Philippines

(May 2012 – June 2015)

Back Office Specialist- Bigpond

Responsibilities:

- Provided assistance with ADSL, Wireless and Server complex(Email) issues
- Sends modem replacements
- Calls customer to verify information about the issues they are having with the services.
- Responsible for sending ticket to broadband specialist and network engineers to diagnose the issue.

Aditya Birla Minacs

(January 2012 – April 2012)

Customer Service Representative – Cricket

Responsibilities:

- Provided assistance in creating new accounts
- Assisted customer in troubleshooting their mobile phones
- Assisted customers in using top-up cards

TRG Philippines**(May 2011 – December 2011)***Sales Support Agent- AT&T Southeast (9 states)***Responsibilities:**

- Provided assistance in billing explanation
- Provided assistance in creating payment arrangements
- Upsell ADSL, Wireless(Mobile) and Direct TV
- Conducted credit evaluation for customers applying for new services

Teleperformance**(September 2010 – March 2011)***Customer Service Representative – Boost Mobile***Responsibilities:**

- Provided assistance in creating new accounts
- Assisted customer in troubleshooting their mobile phones
- Assisted customers in using top-up cards

EDUCATION:*Bachelor of Science in Criminology*

ICCT Colleges Foundation Inc.

SKILLS:

- MS-Office (MS-Word, MS-Excel, MS-PowerPoint and MS-Outlook)
- Propelio
- Batchleads
- Multiple Listing Services (MLS)
- Career Builder
- Linked In
- Dice
- Indeed
- Boolean search