**Ann Marie Jurisprudencia-Rodriguez 503-883-1914**

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Portland, Oregon 97266

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**Summary:**

Experienced in the call center industry particularly in the area of providing customer service for the telecommunications and credit card business. Managed and handled operations of a private lending ,financial institution offering fast, collateral-free loans. Experienced and knowledgeable in the manufacturing and marketing firms specifically in the procurement of materials for production requirements. Worked in a management consultancy firm conducting studies aimed in appraising and improving client companies internal procedures and control system. My goal is to secure an entry level position in the administrative and managerial role with focus on customer service.

**PROFESSIONAL SKILLS**

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| --- | --- | --- |
| * **Administrative** * **Customer Service** | * **Negotiating/Upselling** * **Data Entry** | * **Appraisal** * **Communication** |

**Customer Service:**

Had seven years continuous experience as customer service representative and operations supervisor in a call center industry. Provided customer service, basic trouble shooting with the customers over the phone or online. Performed data entry and provided updates to support group. Ensured customer satisfaction by ensuring that staffs and customer service representatives are motivated, are provided support in training and development to meet campaign minimums.

**Administrative:**

Has supervisory experience in handling people in my capacity as Team Lead/Operations Supervisor in a call center. Responsible for the smooth operations of assigned organizational group. Communicates, trains, and ensures campaign objectives are met e.g. adherence to schedule, quality standards requirement, system adherence. Has excellent interpersonal and communication skills, is result oriented and shift flexible.

**PROFESSIONAL EXPERIENCE**

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| Transcom Worldwide Phils., Inc. | Operations Supervisor | Sept. 2009- August 2012 |
| Convergys Bacolod | Customer Service Associate | Dec. 2008- Sept. 2009 |
| Teletech Bacolod | Operations Supervisor | Sept. 2006-August 2008 |
| HSBC Electronic Data Processing | Customer Service Associate | April 2005- April 2006 |
| First Women’s Credit Corporation | Branch Manager/OIC | Feb. 1994- Nov. 2000 |
| Uniden Philippines, Inc. | Buyer | Sept. 1990-July 1993 |
| Bob Garon Consultancy, Inc. | Senior Trainor/Consultant | August 1986-March 1990 |

**EDUCATION**

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| Polytechnic University of the Phils. | Bachelor in Applied Economics | Earned 1981-1985 |
| San Felipe Neri School | High School Diploma | Earned 1977-1981 |
| Lifeline Int’l Caregiver’s Training Center | Caregiver Course Certificate | Earned 2003-2004 |