

JOYCE RENILYN FERNANDEZ

CLIENT SUCCESS MANAGER | SUCESS SUPPORT DESK



CONTACT

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Basak San Nicolas Cebu
City, Phillipines, 6000

SKILLS

- Dispute Management
- Microsoft Office
- Google Docs
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Account Research
- Problem -Solving
- Inbound and Outbound Call

LANGUAGE

- English (Fluent)

REFERENCE

Kara Christie Nicholas

TechMahindra | Quality Supervisor

Phone: +639255369121

Email :



PROFILE

Dedicated to driving client satisfaction and growth. Skilled in relationship building, communication, and proble-solving. I ensure clients thrive. Let's work together to boost success.



WORK EXPERIENCE

Accenture, INC.

Client Success Manager 2022 - 2024

- Manages the Client's overall account
- Be the primary point of contact for any inquiries and concerns
- Coordinates with the respective departments in making sure that billing inquiries, repairs issues and orders are being handled efficiently and on time completion
- Conducts check in meetings both internal and external
- Conducts Monthly and Quarterly Business Reviews
- Keep the client well informed of their account's health index

Success Support Desk 2024 - 2025

- Reaching out customers to renew contracts that are about to end
- Offering renewal rates higher than the current one (uplifting)
- Answering inbound calls and assisting them accordingly
- Processing Contract Renewals, Reactivations and Rewrites

Billing Dispute Resolutions Desk 2025 - Present

- Handles and Resolve Billing Disputes
- Process Billing Disputes
- Handles Invoice Inquiries

TechMahindra Vcustomer

Team Lead 2019 -2022

- Leading 15 customer service representatives
- Conduct coachings via the use of SMART technique
- Conduct team huddles discussing important wins, process updates and goal setting
- Conduct connection sessions with my team discussing anything under the sun, just for me to get to know them better as an individual
- Creating reports for the weekly meetings discussing the previous week's performance of the team, things that went well and things that are to be improved
- Creating Action Plans to address the behaviors observed



EDUCATION

Bachelor of Secondary Education 2010 - 2014

Cebu Technological University