Skills

**Student Labor – [Nov 2017- Dec 2017]**

Institute of Languages and Creative Arts - USEP

**OJT – [March –May 2018]**

Institute of Languages and Creative Arts - USEP

**Customer Service Representative – [Sept 2018]**

VXI Global Holdings B.V. –Davao City

**Appointment Setter [Oct 2021- Nov 2021]**

8/10

Equipments /tools

9/10

Customer

9/10

Communication

Professional Experiences

Professional Summary

**Bachelor of Arts in Literature – [June 2018]**

University of Southeastern Philippines

Educational Informational

* Customer service skills
* Outbound and inbound calls ,emailing customers
* Sales CRM’s like Salesforce, Amazon Worskspace, Teamdot, Bliss Phone
* Time management, Organize and detail oriented
* Typing works and Microsoft office
* Planning and research skills
* Teamwork and interpersonal skills
* Assistant organizer in an event
* Consistent Dean’s Lister
* Leadership Award
* Theatre play

Dedicated and hardworking customer service representative seeking a position as an Appointment Setter. To share the areas that I excel in handling calls; to answer customer’s inquiries, identify customer’s needs in a timely and empathetic manner. To maintain the connection and trust of the customers by meeting their needs and delivers solutions to problems. To handle multiple priorities while meeting tight deadline even under pressure. To show my adaptable and emotionally adjusted attitude. To work and communicate with the team comfortably.

+639366740785

alyanna.hope.23@gmail.com

Block. 13 Lot 3 Phase 2 Tibungco Relocation Davao City, Philippines 8000

Core Competencies

**ALYANNA HOPE**

**PANUNGCAT**

**Appointment Setter/Virtual Assistant**

* Gender: Female
* Age: 24 years old
* DOB: July 09 1997
* Citizenship: Filipino

CERTIFICATE

CONTACT

PERSONAL INFO