

No.5, Jalan SS 5A/19 Kelana Jaya 47301 Petaling Jaya Selangor

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**SUMMARY PROFILE**

Meticulous individual, excellent at juggling multiple tasks and working under pressure. Broad industry experience especially in customer service relations and healthcare. Three years experience in customer service industries. Exceptional leadership, good communication, organization, and interpersonal skills, fine team player with integrity and dependability.

**CAREER OBJECTIVES**

To engage in a growth oriented company where my knowledge and enthusiasm can be utilized in proficient and mutually positive environment. To increase client satisfaction, aligned to the organisation’s goal which is to increase customer base.

**EMPLOYMENT EXPERIENCE**

Company Name : **Aegis BPO (formerly known as Symphony House BPO)**

Title : Escalation Team

Period : July 2013 to July 2014

Department : **EXPEDIA Full Flight**

*Responsible for complaint handling resolutions*

*Handle all flight cases escalations, to complete the task requires the usage of specific*

*flight system*

*Timely response : achieve as per customer turn around time request*

*Contact customer to acknowledge issue, investigate issue and determine root cause,*

*offer the resolution, negotiate the resolution, keep customer updated till case resolved*

*Engage and coordinate all complaint resolution activities, support team and manager*

*in program/project engagement, tracking and reporting on regularly basis*

*Escalation point for both technical and customer satisfaction issues*

*Channel escalation to appropriate contact points when necessary*

*Monitor and manage daily pending cases*

*Act as backup where appropriate for any function within team*

*Other ad-hoc duties assigned by team leader*

On the job training : SABRE Flight System – used mostly by full fare airlines

Digital River System – used to check credit card transaction history

Achievements : Deputised Team Leader in managing day to day department activities

during her absence

1) Task which related to customer payment, waiver, complimentary vouchers

2) Resource management and planning e.g leaves, MC and lunch schedule

3) Control and monitor call traffic to meet target for daily service level and

abandon rate

Title : Customer Service Representative

Period : December 2012 to July 2013

Department : **EXPEDIA & Hotels.com**

*Handle airlines and hotels reservations under two different brands which is*

*Hotels.com and Expedia*

*Handle tour inquiries and reservation, including hotel accommodation, all ground*

*arrangement and other related tasks*

*Maintain good relationship with clients*

*Perform related duties as required*

On the job training : EXPEDIA and Hotels.com Systems – used for travel agent and affiliates

Voyager System – used for hotels booking and reservation change

Navigator System – used to create case ID’s for each call received and update

case history

Expert System – used for flight and hotels reservation

Admin Tools System – used to create case ID’s and update case history for

each call received (native system).

Rezanator System – used for flight reservations

Eureka System – used to check updates and any related problematic situation

post by EXPEDIA headquarters.

Achievements : Actively involved in Company Annual Sports Event, received various compliment from customers and promoted to Escalation Team due to positive attitude while working under pressure,highly skills in

systems and good team motivator

Title : Customer Service Representative

Period : May 2012 to December 2012

Department : **Tiger Airways**

*Provide one-stop solutions to customers in a professional and timely manner*

*Achieve first call resolution in all customer interactions*

*Ensure continuous good quality in work as well as teamwork and collaboration*

*Achieve KPI targetsset by the management*

On the job training : Skyspeed Flight System – used by mostly for low cost carrier airlines

Achievements : Selected as Department Decoration Team, consistently achieved monthly target set, received various compliment from customers, promoted and transferred to a bigger project which is Hotels.com & Expedia

**SKILLS**

**Computer Skills**

Conversant with : Microsoft Word, Excel and PowerPoint

**Languages**

Written & Spoken : English, Indonesian & Malay

**EDUCATION**

Diploma : Diploma in Radiography (Year 2008-2010)

Name of Institution : UniKL Royal College of Medicine, Ipoh

Junior College : SPM - Pure Science Stream

Name of Institution : MARA Junior College, MRSM Terendak.