



Customer Service Specialist

ABOUT ME

Results-oriented Customer Service professional with over seven years of successful track record. Demonstrates ability to ensure that appropriate changes are made to resolve customers' concerns. I am skilled in communicating with clients through email, chat, and phone calls. Other duties may include data entry, general paperwork, and file keeping. I have also assisted in managing and developing customer service representatives. In everything I do, I make sure that I put my heart and 100% commitment and passion into it.

CONTACT



[Redacted phone number]



[Redacted email address]



[Redacted address]

EXPERIENCE

NOV. '19
TO PRESENT

TRANSPARENT BPO CONSULTANT FOR VIRTUAL OPERATIONS

- Make outbound and inbound customer calls to promote and sell healthcare products and services
- Clearly document transactional items with customers in the applicable platforms and systems
- Generating leads

OCT. '17
TO
OCT. '19

CONVERGYS - CONCENTRIX TEAM LEAD TRAINEE

- Do regular performance evaluation
- Communicate with team members about their performance
- Oversee day-to-day teams' operation and performance
- Set clear team goals and KPIs
- Create a healthy and motivating work environment and atmosphere

EDUCATION

ATENEO DE NAGA UNIVERSITY

2012 TO 2013 BACHELOR OF SCIENCE
IN NURSING

2012 BACHELOR OF SECONDARY
EDUCATION
MAJOR IN ENGLISH

FUN FACTS ABOUT ME

I love reading books by John Mason: -

- You Can Do It
- You Can Be Your Best Starting Today
- Never Give Up You're Stronger Than You Think
- An Enemy Called Average
- Seize Today: How Asking The Right Questions Will Change Your Life

and John C. Maxwell:

- Think On These Things: Meditation for Leaders

these books fueled the fire in me to be excellent in everything I do, to be consistent in believing in my capabilities and decisions, to never stop acquiring new skills and learning, and to continue finding my purpose in every situation.

Whenever I find time to read a book, I put my ruler and highlighter within my reach so I can mark phrases that best capture my heart or if I just feel that I would want to remember, share, and apply the new learning from the book. Sometimes, I post it on my Facebook, too!

EXPERIENCE

MAY '17
TO
AUG. '17

JP MORGAN CHASE & CO. DISPUTE SPECIALIST

- Administer dispute decisions, make customer account adjustments, process disputes quickly and accurately, follow up with customers on account actions while delivering consistent high-quality customer service
- Analyze and resolve fraudulent, merchant or bank error disputes involving debit and charge card signature-based transactions, debit and charge card PIN-based transactions, ATM transactions, online bill payment transactions, IVR and web transfer transactions and international consumer wire transfer errors
- Provide thorough documentation including a clear audit trail of actions taken

JULY '14
TO
FEB. '17

CONCENTRIX SENIOR CUSTOMER SERVICE SPECIALIST ESCALATION TEAM TEAM EXPERT

- Mentor or give direction to junior team members and provide training on best practices
- Establish accurate expectations from the escalating procedures, enforcing relief to the customers, and reviewing the situation appraisal formulated by the escalation team for ensuring the consumer satisfaction throughout the escalation process
- Ensures delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries