

BERNADETH M. NAGAC

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QUALIFICATIONS SUMMARY

- **Experienced:** Customer service professional with 10 years in a call center and hospitality services
- **Efficient:** Adept at handling various calls on a daily basis, while consistently resolving client issues in a short time span
- **Skilled:** Possess exceptional customer service skills, with customers regularly commending on received support
- **Bilingual:** English and Filipino Able to provide clear customer service in both languages

RELEVANT SKILLS

Customer Service

- Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention
- Memorized all company products and services to be able to answer all customer questions quickly and efficiently, and make relevant upsells.
- Trained new employees in customer service script recitation, conflict resolution, and data entry practices

Technical

- Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software
- Perform data entry and retrieval with software such as Microsoft Office
- Able to set up laptop, headphones, microphones, Skype, or any other chat client service to converse with customers and forward calls to supervisors

Communication

- Keen in understanding and resolving clients concern
- Remain cool during heated exchanges with irate customers and reach a peaceful resolution
- Persuade customers to listen to sales pitches and consider making 'upsell' purchases

WORK HISTORY

Quality Analyst / Trainer Supervisor Direct sales Company 5 yrs

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| Debt analyst | JP Morgan Chase & Co. | 5 yrs |
| Fraud Analyst | JP Morgan Chase & Co. | 4 yrs. |
| Claims Specialist | JP Morgan Chase & Co | 5 months |

EDUCATION

University of San Carlos

Bachelor of Science in Computer Science