



Angela Rica Vidal

Graphic Designer | Social Media Manager | Virtual Assistant

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Profiles

Angela Rica Vidal
Linked in

Angela V.
Upwork

Summary

Professional with 1 year and 7 months of experience in the Business Process Outsourcing Industry, who is highly motivated and results-driven. Seeking a challenging role that will allow me to harness my skills and contribute to the growth and success of a dynamic firm.

Experience

Afni (February 2023 - May 2023)
Customer Service Representative
I consistently achieved my metric score, which led to earning incentives as a result.

Alorica (August 2021 - June 2022)
Customer Service Representative
Due to my consistent ranking as one of the top performers on our team, I was selected to be part of the hybrid agent's group, responsible for handling both inbound and outbound calls. I was fortunate to be included as a member of the pioneering team for a new campaign project.

Teleperformance (December 2020 - June 2021)
Customer Service Representative
TEX TROPA DIRECTOR'S CLUB Vertis North LEAP Expert Q1. I received the award for achieving the top agent position for three consecutive months.I have been instrumental in contributing to the Net Promoter Score (NPS) by achieving a score of 10 within a month.

Education

Technological University of the Philippines August 2021 - Present
Technology major in Welding Technology Bachelor's Degree

Skills

- | | |
|-------------------------|-------------------|
| Conflict Resolution | Computer literate |
| Excellent Communication | Multitasking |
| Adaptability | Problem-solving |
| Time Management | Patience |
| Active Listening | Empathy |
| Attention to Detail | |

Languages

English
(Professional)