



## CONTACT

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📍 Purok 2, Sitio Santa Cruz, Bangkas Heights, Toril Davao City, Davao Del Sur

## EDUCATION

### Primary:

- Sasa Elementary School

### Secondary:

- F. Bangoy National Highschool

## SKILLS

- Creativity
- Communication
- Time Management
- Emotional Intelligence
- Computer Literacy
- Teamwork
- Interpersonal Skills
- Adaptability
- Work ethic

## REFERENCE

**Jireh Marie Reyes**

SOCIAL MEDIA MANAGER

Phone number: 09976180668

# JENNIFER YU

A self-motivated, hard-working, goal-oriented and responsible individual with almost eight years of customer service experience in the BPO industry. Seeking a challenging opportunity to apply and enhance my strong organizational, multitasking, and communication skills. Eager to work efficiently and enthusiastic about making a positive difference and meaningful impact on personal and professional development while contributing substantially to the company's success.

## WORK EXPERIENCE

### TELEPERFORMANCE DAVAO (9 MONTHS)

2016

- SM, 4/F ANNEX BUILDING, QUIMPO BLVD, ECOLAND, MATINA, TALOMO, DAVAO CITY, 8000 DAVAO DEL SUR

- **CUSTOMER SERVICE REPRESENTATIVE**

#### ACCOUNTS:

- **EXPEDIA (6 MONTHS)**

- Responsible for managing and hotel, flights, and car rentals bookings and reservations.
- Taking inbound calls about customer concerns, requests and complaints.

- **BELL MOBILITY (3 MONTHS) TELCO**

- Providing telecommunication services, handling calls related to Prepaid mobility and phone service.
- Taking inbound calls regarding customer's concern such as making a payment, assisting technical concern about fixing issues with their phone and helping customers to understand their bill.

### PROLINK (5 MONTHS) (SALES SUPPORT REPRESENTATIVE)

2016-2017

- TORIL, DAVAO CITY

#### ACCOUNTS:

- **HOME AND AUTO INSURANCE**

- Handling outbound calls, gathering information from customers and selling and promoting home and auto insurance.

### AWESOME OS (5 MONTHS)

2017

- AYALA BUSINESS CENTER MATINA TOWN SQUARE, GEN. DOUGLAS MACARTHUR HWY, DAVAO CITY, 8000 DAVAO DEL SUR

- **CUSTOMER SERVICE REPRESENTATIVE**

#### ACCOUNTS:

- **FabFitFun (Email Support)**

- Managing customer emails regarding inquiries or issues related to their orders for seasonal boxes.

### VXI GLOBAL HOLDINGS B.V (ALMOST 5 YEARS)

2018-2022

- LEVEL 2, ROBINSON'S CYBERGATE, J.P. LAUREL AVE, DAVAO CITY

- **CUSTOMER SERVICE REPRESENTATIVE**

#### ACCOUNTS:

- **UBEREATS EMAIL SUPPORT (2 years)**

- Handling and responding to email concerns about food order complaints in UBER for 2 years.

- **SiriusXM (6 months)**

- Handling calls regarding concerns from customers about their radio satellite subscription.

- **Customer Loyalty Group (AT&T Mobility Retention Specialist) 2 years**

- Dealing with customers who threaten to cancel their mobility service over the phone and providing them options to keep their service.

- Handling inbound calls involves addressing customers' inquiries, such as processing payments and helping them in understanding their bills.

### SUTHERLAND GLOBAL SERVICES PHILIPPINES INC. (ALMOST 2 YEARS)

2022-2024

- LUISA SQUARE, IT BUILDING VILLAMOR ST, CORNER EMILIO JACINTO EXT, DAVAO CITY, 8000 DAVAO DEL SUR

- **CUSTOMER SERVICE REPRESENTATIVE**

#### ACCOUNTS: (TELCO)

#### DIRECTV SATELLITE for a year.

- Dealing with inbound calls includes handling customer inquiries like processing payments, clarifying bills, and assisting with cable service issues.

#### SOCMED (Email support) for 8 months. (Social Media Associates for DIRECTV Satellite and Stream)

- Responding to customers post on any social media platform and invited them through DM or PM for further assistance.

## TOOLS I USE

