



ANNA FAITH GA-AS

Account Associate III

CONTACT

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📍 Makati City, Philippines

EDUCATION

Bachelor of Elementary Education

Concentration: English

University of Mindanao
2008 - 2009

SKILLS

Professionalism

Adaptability

Strong communication skills

Problem-Solving

Time Management

Customer Support

Technical Support

Sales Support

WORK EXPERIENCE

ACCOUNT ASSOCIATE III CUSTOMER CARE PROFESSIONAL

VXI GLOBAL HOLDINGS B.V. | 2016 - 2024

- Skilled in negotiating terms and closing sales deals.
- Develop and implement account strategies to meet client objectives.
- Mentor and guide junior account associates to develop their skills
- Provide insights and recommendations based on data analysis.

INBOUND SALES REPRESENTATIVE

TTEC PHILIPPINES | 2013 - 2016

- Ability to explain product features, benefits, and pricing clearly and convincingly.
- Strong ability to persuade and influence customers to make a purchase.
- Analyzing sales data and customer feedback to identify trends and opportunities.
- Adapting to changing sales environments and customer demands.

CUSTOMER CARE REPRESENTATIVE

CONVERGYS | 2011 - 2013

- Follow up customer calls where necessary.
- Document all call information according to standard operating procedures.
- Process orders, forms, and applications.
- Provide customers with product and service information
- Complete call logs.
- Research required information using available resources.

TECHNICAL SUPPORT REPRESENTATIVE

SUTHERLAND GLOBAL | 2010 - 2011

- Guided customers through step-by-step troubleshooting processes over the phone or via remote access.
- Assisted customers with setting up and configuring services and devices.
- Documenting customer interactions and technical issues in the company's customer relationship management (CRM) system.
- Process orders, forms, and applications.

REFERENCES

Lenwyn Onanad
Supervisor

Phone: 09989586575

Kaycee Lim
Supervisor

Phone: 09367964757