



JIENNA LEE ESCUDERO

CUSTOMER SERVICE REPRESENTATIVE

CONTACT



09692168728



jiennaescudero04@gmail.com



Shapell Annex 2 Perpetual
Village 8 Habay 1 Bacoor
Cavite

SKILLS

- Excellent Communication

Skills

- Active Listening
- Adaptability
- Technical Proficiency
- Leadership
- Coaching and Training
- Multitasking
- Build and develop good rapport with people
- Proficient in Microsoft

Office Suite

PROFILE

To contribute effectively in a role where I can apply my dedication, adaptability, and diverse skills to address challenges and achieve positive outcomes. Seeking a growth-oriented environment where I can make meaningful contributions to company goals while continuously enhancing my abilities and work ethic.

WORK EXPERIENCE

CUSTOMER EXPERIENCE AGENT

Alorica By-the-Bay, Pasay City, Philippines

October 18, 2022- January 18, 2024

- Engaged with customers quickly and effectively to handle questions and resolve issues
- Handled customer issues effectively, ensuring resolutions, and maintaining high satisfaction levels.
- Achieves Key Performance Indicator goals by consistently ensuring high levels of customer satisfaction through proactive actions and tailored service.

MENTOR (SENIOR REPRESENTATIVE)

Alorica By-the-Bay, Pasay City, Philippines

February 7, 2023- January 18, 2024

- Offered support and mentorship to junior customer experience agents, aiding in their career growth and boosting their productivity.
- Shared knowledge in managing challenging customer inquiries and efficiently resolving escalated issues.
- Demonstrated leadership qualities by setting a great example of excellent customer service for the team.

EDUCATION

- Bachelor of Science in Tourism Management
ST. DOMINIC COLLEGE OF ASIA (2022-2023)

- Humanities and Social Sciences (SHS)
THERESIAN SCHOOL OF CAVITE (2020-2022)

- BNHS TABING DAGAT ANNEXT (HIGH SCHOOL)
2016-2020

- HABAY ELEMENTARY SCHOOL (ELEMENTARY)
2010-2016