

Kris Ann M. Clemente

EXPERIENCE

Rogers Communication, Mississauga, ON – Technical Support/Call Center Representative (Work from home)

February 2020 - August 2022

Deliver first class service by accurately assessing and responding to customer needs, using sound judgment when recommending appropriate solutions. Deliver first class service by accurately assessing and responding to customer needs, Offer an exceptional customer experience by providing a warm and courteous service. using sound judgment when recommending appropriate solutions. Accurately complete appropriate documentation for each interaction, and wrap up by inputting data for call history, sending messages to appropriate third parties when required, and/or initiating the necessary customer fulfillment. Provide appropriate support to customers, make recommendations, handle inquiries, provide resolutions. Achieve quality service by accurately assessing and responding to customer needs, using sound judgment and flexibility when recommending appropriate options/solutions. Fulfill customer brand expectations in a manner that complies with policies, practices, and procedures. Accurately complete appropriate documentation for each transaction. End each call by completing all required activity in order to fulfill customer requests. Participate fully as a team member, help build a positive and diverse work environment, willingly assist and mentor others in the completion of work activities, and address communication issues efficiently.

Chartwell Regency Retirement Residence, Mississauga, ON — Receptionist, Office Assistant (Part-time)

September 2021 - Present

Answering incoming calls, evaluating them, responding to general queries, and taking messages; writing and sending out regular communication. Participate in the work order input directly with the operations manager/planning officer and assist with creating priority lists. In order to get urgent work orders, communicate with the design team and create priority lists as necessary. Report on the status of the work being done and plan the due dates. Help design teams when they submit drawing packages to customers and local authorities for permissions. Maintain contact with the authorities up until the permission is acquired. Prior to giving the design packages to the designer, answer client calls and note any adjustments that are necessary. Provides technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance. Provides answers to clients by identifying problems, researching answers, and guiding clients through corrective steps. Filing skills to file a variety of reports and documents in filing systems.

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SKILLS

Excellent time-management
Flexibility
Multi - Tasking
Organization
Attention to Detail
Customer Service
Willingness to Learn
Effective Communication
Creativity
Great Active listening skills
Computer Literate
Microsoft Office
Strong phone and verbal communication skills
Keyboarding/Typing
Invoice Coding
English Writing
Teamwork
Critical Thinking
Problem Solving

Hoya Lens, Mississauga, ON — Data Entry, Customer Care

September 2021 - October 2022

Transferring data from paper formats into computer files or database systems. Typing in data provided directly from customers. Creating spreadsheets with large numbers of figures without mistakes. Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry. Review data for deficiencies or errors, correct any incompatibilities if possible and check output. Research and obtain further information for incomplete documents. Apply data program techniques and procedures. Generate reports, store completed work in designated locations and perform backup operations. Scan documents and print files, when needed. Using the ERP system & SAP. Respond to queries for information and access relevant files. Helping customers understand the products and services being offered by a company. Handle customer complaints by providing solutions, often within a time limit to ensure the customer is satisfied. Keep track of inventory and work with supply vendors to ensure a well-stocked office. Ability to organize and prioritize a heavy and constant workload and meet deadlines with conflicting priorities. Keep track of inventory and work with supply vendors to ensure a well-stocked office. Maintain files with confidentiality in an easily accessible format. Coordinate communication between various departments, schedule meetings, distribute reports and keep all parties informed of general business operations. Creating invoices for clients, ensuring all invoices are accurate, and resolving billing errors.

EDUCATION

Central Peel Secondary School, Brampton, ON — High School

September 2018 - July 2021

Anderson College, Mississauga, ON — College

June 2022 - Present

VOLUNTEER

Carabram — Event Staff, Customer Service

July 13 - 15th, 2018

Preparing venues and setting up stage and chairs for the event; greet guests upon arrival, acknowledge the appropriate admission badge the venue. Responsibilities also include providing general information and assistance to guests.

COSTI Immigrant Services — Volunteer, Office Assistant

2018 - 2019

taking calls from customers and delivering messages while also using basic office equipment like faxes or scanners. They help maintain files to keep track of important documents, organize travel arrangements, manage supply inventory and perform data entry as required.

LANGUAGES

English and Tagalog

