

Sue Ann V. Alba

Contact

+1732.737.4912

sueannalba2@gmail.com

Education

CareerFoundry.com

UX Design Course
October 2019 - August 2020

Ateneo de Davao University

Bachelor of Arts Major in
Communication Arts
March 26, 2002

Interests



Skills

UX Fundamentals:

- Wireframing
- Competitor Research
- Usability Testing
- Persona Creation
- Design Presentation



balsamiq



draw.io

Career Experiences:

Client Services Assistant

Jardine Lloyd Thompson Insurance Brokers Inc., Philippines
June 2013 - November 2013

- Coordinated with team managers on administrative work including documentation, archiving process, scheduling appointments, research, and data entry of account information
- Conducted client market research and analysis for company background information on prospect corporate clients within the country
- Organized client and competitor's files while maintaining status in the company's database
- Planned and arranged files for marketing and sales support for participation in marketing events
- Assisted with the analysis of sales and marketing data to improve marketing strategies
- Managed office communication and calendar management using various Microsoft office tools

Technical Support Representative

Teleperformance, Philippines
August 2010 – June 2012

- Provided exceptional help desk support and conduct effective troubleshooting internet connection issues
- Ensured 100% satisfaction for voice, chat support and chronic customers
- Awarded as one of the Top 10 performers in quality customer service and success out of 500 employees
- Commended for excellent communications skills, dedication on the job and multi-tasking skills
- Maintained strict confidentiality of clients' personal information

Marketing Specialist/Coordinator

Jupiter Systems Inc., Philippines
August 2008 - February 2010

- Overall management of marketing activities and events participated by the company
- Managed media campaigns of marketing collateral
- Generated leads for the sales team, report weekly accomplishments and updates for the team
- Established strong client relationship by maintaining effective communication, company activities, and personalized giveaways
- Monitored company's website making sure that it is free from errors, well-formatted and up to date

Technical Support Representative

TeleTech Management Solutions

August 2005 – December 2008

- ✦ Provided technical support in troubleshooting DSL and broadband services in a timely fashion
- ✦ Walk customers through the process of installing computer software and setting up DSL internet connection
- ✦ Participated in company events, team meetings, and peer support
- ✦ Coached and mentored neophytes including less performing TSRs
- ✦ Received recognition for exemplary performance in Accent and Conversational English for the month of June 2006
- ✦ Supports DSL troubleshooting for Microsoft Vista and Macintosh users
- ✦ Migrated to start up projects like DSL and dial-up chat technical support
- ✦ Responded to difficult cases and chronic customers to resolve problems for both DSL and broadband

Assistant Program Coordinator

Globalstride Customer Solutions

June 2002 – February 2005

- ✦ Handled outbound publishing on B2B calls in the U.S.
- ✦ Consistent above average results on performance and quality of customer service
- ✦ Promoted as CCS level 2 after a year
- ✦ Team leader for Internal Lead Generation after a year
- ✦ Promoted as Assistant Program Coordinator at the Client Services Department in less than 3 months
- ✦ Conducted trainings, account briefings and performed client monitoring
- ✦ Organized reports while editing scripts for use in production and operations
- ✦ Planned and coordinated programs and activities
- ✦ Ensured implementation of policies and practices across departments
- ✦ Assisted project managers in daily projects to achieve targets and goals
- ✦ Provided additional administrative support as required

Volunteer Experiences:

Homecare Volunteer (May 2019-August 2019)

- ✦ Helped patients with simple tasks like daily walk, personal care, meal and medicine preparation

School Field Trip Chaperone (Rose Hill Middle School-June 2018)

(Red Bank Chart School - June 2017)

- ✦ Assisted teachers in guiding students with the itinerary
- ✦ Facilitated students in the field trip activity to ensure everyone's fun safety