

# KENYLIE ROBLE

Block 4 Purok Rosal Casili Consolacion Cebu  
09151787202 | kenyliearana@gmail.com



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## OBJECTIVE

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An extremely dedicated individual, can contribute my customer service skills and my ability to assist the customers effectively. Have a good records in my previous work experience especially in attendance and performance.

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## EXPERIENCE

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**Leadgen Corporation** - Voice Leadgeneration Specialist | December 2022

- Achieve 50+ interested customers per week in outbound and inbound sales.
- Interviewed customers to gather information regarding their needs and offered products and services to match.
- Meet the sales and other required goals while keeping up in a fast-paced, constantly changing, and extremely competitive environment.

**Teleperformance** - Customer Service Representative | May 2024

- Respond to questions and concerns about service, and escalate chats appropriately.
- Investigate and resolved accounting, service and delivery concern.
- Empathize, Understand and Acknowledge every customers issues to provide accurate solutions.

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## EDUCATION

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Bachelor of Science in Hotel Management | 3<sup>rd</sup> Year Undergraduate

Cebu Technological University – Danao City Campus

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## AWARDS AND ACKNOWLEDGEMENTS

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- Awarded Certificate of Completion in outstanding performance being Sales representative on month of February 2023