

ZORREL INTING FLORES

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OBJECTIVE: I'm actively looking for places where I can best utilize my customer service abilities for the benefit of the company. Strong multitasking capabilities and a rapid rate of learning guarantee swift integration into your management team.

## EXPERIENCE

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### Customer Service Representative

Sykes Asia Inc.



Provided best support over-the-phone by doing blind troubleshooting and billing assistance to their telecommunication service accounts.

### Technical Support Representative I

Teletech

- Supported customers with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

### Customer Service Representative (Financial Advisor)

Teleperformance

The overall key responsibility of a Financial Services Representative is to ensure that clients of a financial institution have the right products and services for their needs.

Specific Financial Services Representative job duties may include:

- Asking questions to gain an understanding of the client's current financial

situation and short- and long-term financial goals

- Suggesting checking and savings accounts, loans, certificates of deposit, credit

cards and other products and services that fit clients' needs

- Explaining the features and benefits of recommended products
- Gathering client information and completing paperwork to open new accounts
- Handling inquiries about account balances, payments due and other concerns
- Researching errors and issues with accounts
- Performing account maintenance tasks such as adding names or closing accounts

Upscale Leads

Telemarketer

- Manage large volumes of inbound and outbound calls in a timely manner
- Utilize active listening skills to identify customer needs
- Adhere to communication scripts to properly address various topics
- Utilize upselling techniques to promote additional products

Concentrix

Customer Service Representative (Travel Advisor)

- Sound knowledge of ticketing procedures for hotel and tour systems
- In-depth knowledge of the travel industry, fares and international markets
- Superior customer service and interpersonal skills
- Excellent verbal, written, email, and phone communications skills
- Remarkable ability to learn and master travel applications quickly for frequent use

Carelon Global Solutions

Customer Service Representatives (Dental Health Services)

- Answer customer phone calls and provide them with the information that they request
- Resolve customer complaints in a fair manner

- Elevate customer concerns to managers and supervisors as needed Become knowledgeable about our company's offerings
- Provide exceptional customer support in every phone call

#### PERSONAL INFORMATION

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Date of Birth: 02 November 1999

Place of Birth: Pagadian City

Nationality: Filipino

Marital Status: Single