



FELOMINA MARIE S. PILAPIL

Expert Customer Support.

CONTACT

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Email: meenapilapil@gmail.com

Address: Brgy. Magatas Sogod, Southern Leyte.

HARD SKILLS

- Excellent Communication Skill.
- Calendar Management.
- Email Management.
- Travel Management.
- Project Management.
- Taking Minutes of a Meeting.
- Data Gatherer and Encoder.
- Familiarity with Google workspace such as Drive Sheets, Docs, Form, etc.

SOFT SKILLS

- Flexible
- Problem-Solver
- Independent
- Team player
- Adaptable.
- Fast Learner.
- Dependable

LANGUAGE

- English
- Filipino

HIGHEST EDUCATIONAL ATTAINMENT

- High School Graduate

CHARACTER REFERENCE

- Mark James T. Suarez / Escalation Agent
Contact #: +639913083004
- Manolo M. Siervo/Congressional
District Officer
Contact #: +639663898448

PERSONAL PROFILE

"Hello! I'm Mina, 31 yrs old, With four years of dedicated experience in the call center industry, I have developed a strong foundation in customer service, communication, and problem-solving. Throughout my career, I have honed my ability to handle diverse customer inquiries efficiently, ensuring a positive experience even in high-pressure situations. My approach to overcoming challenges involves a commitment to continuous learning, leveraging research skills, and seeking guidance from teammates when needed. I am passionate about delivering excellent service and am always ready to go the extra mile to exceed customer expectations.

WORK EXPERIENCE

GOVERNMENT WORKER AS DATA GATHERER/ENCODER SOCIAL MEDIA MANAGEMENT

DOLE VIII/ July 2023- Present

- Gather people's basic information or details to evaluate individuals qualifications for government programs. Encoding information on the database for tracking. Assisted government program execution. Manage a politician's social media pages, with canva tool and fb.

TELCO TECH SUPPORT AND SALES AGENT

VXI Global Holdings/Comcast Xfinity / March 2023-June 2023

Handles 30+ calls a day mostly from a frustrated customer due to their technical difficulties.

Also identifying to root cause of the issue and providing solutions or options such as troubleshooting or offering a service or product that would suit customer's usage or lifestyle to avoid recurring problems,

RETAIL CUSTOMER SUPPORT AGENT

Collabera/ Safeway Albertsons/ January 2022-June 2022

Handles 40+ calls assisting customers with different concerns such as: coupon not working, refunds, online order, product details, sale products, product request, mobile app, website issues, points redeeming, etc. Multitasking on navigating 3 to 4 different tools and building connection with the customer to gain trust and get enough time to gather details and provide excellent solution that would make customer to be a loyal customer and contribute to the clients success. Answer chats and emails.

CAR RENTAL SALES AGENT

Telus/Hertz/August 2021-December 2021

Assist customer on booking car rental providing multiple option to meet clients preference.

Answer inquiries in a professional and friendly manner.

FINANCIAL ACCOUNT CUSTOMER SUPPORT/ COLLECTION AGENT

Sykes Asia/ Capital One Bank/February 2019-January 2020

- Handles 50+ calls about application, card purchases, dispute, blocked card, refund request, payments, and collecting payments and provide attainable payment set up for behind or delinquent credit card accounts.

FINANCIAL ACCOUNT CUSTOMER SUPPORT AGENT

Alorica/Credit One Bank/November 2015-March 2017

- Handles call, provide solution, process payments, process applications, credit request, set-up autopay, etc