

Verlie Mae Neri

Purok Caimito, Canjulao, Lapu-Lapu City, 6015

Cebu, Philippines

+639562462009

verliemaeneri@gmail.com

CAREER SUMMARY

I'm a highly skilled Customer Service Sales Representative for 9 months with a strong track record at Concentrix and Teleperformance, specializing in enhancing sales revenue through expert customer needs assessment and product knowledge. Adept at managing high-stress situations, resolving customer complaints, and ensuring customer satisfaction, while also being a detail-oriented team player.

SKILLS:

- Call center experience
- Customer Complaint Resolution
- Customer Needs Assessment
- Product or Service expertise
- Time management abilities
- Excellent Communication
- Active Listening
- Attention to Detail
- Processing payments
- Tech Savvy
- Goal-Oriented
- MS Office, Outlook, Canva, Salesforce, etc.

EXPERIENCE

Concentrix – *Inbound Sales (CSR)*

January 2024 - May 2024 | DPWH, Salinas Drive, Cebu City, 6000 Cebu

- Boosted sales revenue by identifying customer needs and recommending appropriate products or services.
- Built rapport with customers through empathetic listening and
- Informed customers of promotions to increase sales productivity and volume.
- Managed high call volume, ensuring timely response and effective resolution to all customer concerns.
- Followed up with customers after completed sales to assess satisfaction and resolve technical or service concerns.

Teleperformance – *Customer Service Representative (Healthcare)*

July 2023 - December 2023 | I. Villa St, Cebu City, 6000 Cebu

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Responded to customer requests for products, services, and company information.
- Investigated and resolved accounting, medication service and pharmacy delivery concerns.
- Developed rapport with customers through active listening skills, leading to higher retention rates and positive feedback from clients.

EDUCATION

Cebu Technological University – MC – *Undergraduate, BS Tourism Management*

September 2022 – May 2024