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Tim Cabellada

ETHEL C. ANOOS

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30 y.o

Engaged, 1 dependent
4 y.o. ♂

OBJECTIVE

To maintain customer satisfaction and also to improve customer experience through my proven problem solving skills, customer experience and product knowledge.

has a lot of experience (mostly project based)
just include BPO experience

ES: 18k - 20k na
19k - 21k al negotiable

The Results Company Sprint 2yrs. 1 mo.

DA: ASAP

Customer Service/Technical Support | Nov 2016- Dec 2018

RFL: account dissolved

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Assisted customers over the phone regarding store operations, products, promotions and orders.
- Assist customer and answer questions about their bill and perform technical troubleshooting.

CS: 5.5

² Wipro BPO Inc

delta Airlines

Customer Service /Travel Specialist | Nov 2015- April 2016

6 ms.

*Book and cancel flight

all in
17k

RFL: * salary discrepancy

*Provide excellent service to customer over the phone

³ Sykes Asia Inc

17k ~~at~~ basic 19k all in

Technical Support | June 2015- Nov 2015

RFL: personal issue

w/ ~~my~~ team leader w/ behavior issue

*Perform technical troubleshooting over the phone

was left w/ 20 agents together

Centurylink

¹ Qualfon Phils Inc

Straight talk

CS| TSR| SupErd | Oct 2013- May 2015

1 yr. 7 ms.

RFL: problem w/ pregnancy rest

*Answer customer's question and provide excellent service

BP: 12.5 k basic
15 k all in

EDUCATION

Royal Christian College *BSEP major in English*
2005-2008 *financial 3rd yr.*

University of the Visayas Gullas High School

2001-2005

Compostela Elementary School

1999-2001

AWARDS AND ACKNOWLEDGEMENTS

- Certificate of Recognition for getting 100% QA score for the month of November 2013, May 2014 and August 2014 from Qualfon Phils Inc (Award of QA Excellence)
- Certificate of Completion |Becoming the Voice of Delta. On March 2016 |From Wipro BPO
- Certificate of Attendance for having attended Basic Customer Service Workshop on January 24-29 2011 at S&R Membership Shopping
- Certificate of Excellence (Best in NBA PLUS) in recognition of Excellent Performance in Exceeding Expectation given last January 20 2017