

**Loralie Page N. Biglang-awa**  
**Round Valley Drive**  
**Talamban Cebu City, Cebu**  
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## **WORK EXPERIENCE**

### **Technical Support Representative**

**Amazon Global Operation Philippines, Inc.**

**March 3, 2019 – June 7, 2019**

- Provide resolution and troubleshoot the devices and products over the phone
- Resolve problems and issues in a professional manner and engage with customers to identify additional needs
- Provide technical support and send in tickets for escalated issues
- Documentation of all calls, update and closure of all tickets tasked

### **Customer Service Representative**

**Optum Global Solutions (Phils.), Inc.**

**December 26, 2017 – February 28, 2018**

- Provide brilliant customer service in response to a wide range of inbound customer queries and to achieve first time resolution wherever possible for the customer
- Ensure that customers are fully satisfied with the service provided and are offered value for money to build client's reputation as a first-choice provider of services
- Achieve challenging individual, team and contact center targets
- Provide technical support and send in tickets for escalated issues
- Documentation of all calls, update and closure of all tickets tasked

## Part-time Data Analyst and Research, Website Dev

### QUBE Gallery

October 1, 2017 – December 31, 2017

- Maintain marketing platform
- Populate and design Website
- Integrate document formats
- Provide useful content and present research for marketing and sales strategy
- Brief staff and management on updates and innovative approaches to maximize productivity

### Customer Care Professional

EXL Service Phils. / Banking and Finance Sector

Amex

RFL: account  
disolved

April 3– September 30, 2017

- Provide brilliant customer service in response to a wide range of inbound customer queries and to achieve first time resolution wherever possible for the customer
- Resolve problems and issues in a professional manner and engage with customers to identify additional needs
- Ensure that customers are fully satisfied with the service provided and are offered value for money to build client's reputation as a first-choice provider of services
- Achieve challenging individual, team and contact center targets

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### Customer Care Professional

Collabera Technologies Private Limited, Inc. - EXL Service Phils. / Banking and Finance

Contractual

January 16 – April 3, 2017

- Provide brilliant customer service in response to a wide range of inbound customer queries and to achieve first time resolution wherever possible for the customer

- Resolve problems and issues in a professional manner and engage with customers to identify additional needs
- Ensure that customers are fully satisfied with the service provided and are offered value for money to build client's reputation as a first-choice provider of services
- Achieve challenging individual, team and contact center targets

## Gallery Archivist

### QUBE Gallery

February 2015 – December 2016

- Managed the inventory
- Assisted in photo editing and graphics design
- Integrated document formats
- Created catalogs and other collaterals
- Assisted in PR on exhibitions and events

## Student Assistant, Student Affairs Office

### Southwestern University

June 2014 – January 2015

- Assisted in student enrollment
- Encoded and updated the student accounts
- Assisted on major school events handled by the department
- Assisted in SWU surveys

## EDUCATION

Bachelor of Science in Management Accounting

University of San Jose-Recoletos

2015 – 2017

*Undergrad.  
no plans  
on pursuing*

*2<sup>nd</sup> yr.*

*financial*

*ARM*

*parents*

Bachelor of Science in Business Administration Major in Management Accounting

Southwestern University

2014 – 2015

New Ormoc City National High School

2009 – 2010

Living Heritage Academy

2007 - 2008

### **COMPUTER SKILLS**

- Proficient in Microsoft Office, Adobe Photoshop and Illustrator CS6, and other programs in Windows and Mac OS.

### **REFERENCES**

Mr. Odonis Seares  
Team Leader  
EXL Service, Phils.  
0916 6927097

Ms. Kaye Ramirez  
Trainer, Team Leader  
EXL Service, Phils.  
0928 713 9490

Mr. Jim Cristobal  
Team Manager  
Amazon  
0916 225 7720