

CHLOE JANICE A. YANOC

Address: Cahipas st., Hipodromo, Cebu city - w/aunt
Phone: 09982642704 //
Email :chloewallflower22@gmail.com

OBJECTIVE

To obtain a position in a professional office environment where my skills are valued and can benefit the organization. Enrich my knowledge through new experience being able to adapt in any working condition and at the same time reap a considerable income for a living.

EXPERIENCE

January 10, 2019 – October 1, 2019

Conduent (Customer Service Associate)

8th flr. Skyrise Alpha, Cebu city, Cebu

- Quickly and accurately answered customer questions and concerns, suggested effective solutions and resolved issues to increase customer satisfaction.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

June 10, 2017- December 5, 2018

Peak Outsourcing (Chat Support Associate)

3rd flr., Jose bldg., Calindagan rd., Dumaguete city, Negros Oriental

- Designed and prepared technical reports, studies and related documentation.
- Identified project requirements by establishing personal rapport with potential and existing clients.

May 5, 2016- May 5, 2017

SPI CRM (Sales Validation Assistant)

LP IT Park, Jose Romero rd, Bagacay, Dumaguete city, Negros Oriental

- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Communicated with vendors regarding back order availability, future inventory and special orders.

EDUCATION

TERTIARY : Negros Oriental State University
 Bachelor of Secondary Education (2013-2015) 2nd yr. supported sibs.

SECONDARY : Cogon Night High School (2011-2012)

PRIMARY : Bolisong Elementary School (2005-2006)

SKILLS

- Computer literate
- Good English Communication Skills
- Good Customer Service and Relations
- Quality Customer Sales and Service
- Quick learner
- Good Teamwork