

## TREXSHA ABAS

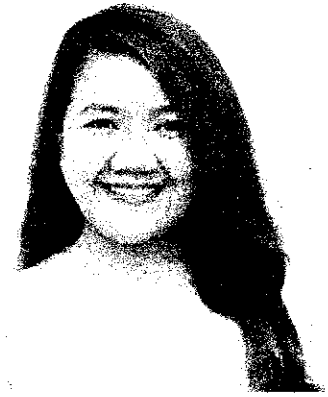
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### PERSONAL STATEMENT

An organised and outcome-oriented person with good communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual who is able to adapt well to new environments and learn new processes to achieve outstanding outcome. Strong ability to multi-task and prioritise, and able to organise, train and monitor teams. Seeking new challenging role which will utilise existing skills and grow more in the process.

### KEY ACHIEVEMENT

- **Primary Structures Corporation**  
Promoted as the Head of the Quality Control within 1st Quarter of employment with zero backlogs until resignation.
- **Thundersteel Builders and Development Corporation**  
Promoted as the Head of the Quality Control within First Quarter of employment from being the company's Technical Purchaser meeting the monthly metrics of 95% productivity, 100% quality and On time delivery per operation area.
- **Convergys Inc.**  
Promoted as Peer Mentor for 8 months after 6 months of probationary period then became a Subject Matter Expert for 2 years leading the Team to hit the goal and pass the metrics straight 6 months.

### EMPLOYMENT HISTORY

March 30, 2016 – May 19, 2019

Convergys Inc.

Technical Support

- Delivers an excellent customer experience, helping customers choose the right product and/or service for their business
- Conduct problem solving and troubleshooting
- Provides technical help to colleagues if required and needed

- Conducts weekly Up-skill training to agents and bi-weekly meetings with clients presenting the needs of agents and supports
- Achieves personal and KPIs consistently exceeding key performance indicators, individual, team and company targets
- Maintained a friendly manner and calm, positive demeanour when handling complaints
- Gave customers correct advice and after understanding their needs, up-sold services and turned objections into sales opportunities

**Thundersteel Builders and Development Corporation**  
**Technical Purchaser**

- Researching potential vendors
- Compares and evaluates offers from Suppliers
- Negotiates contract terms of agreement and pricing
- Tracks orders and ensure timely delivery
- Reviews quality of purchased products
- Enters order details into internal databases
- Maintains updated records of purchased products, delivery information and invoices
- Monitors stock levels and place orders as needed
- Coordinates with warehouse staff to ensure proper storage

**Primary Structures Corporation**  
**Warehouse Aide**

- Controls the stock through warehouse, monitoring goods in and out, safely and efficiently moving and handling items and keeping the stock records
- Coordinates with the technical purchaser for product purchase

**EDUCATION**

June 2010- March 2015

**Bachelor of Elementary Education major in Special Education**

University of San Jose- Recoletos

**ADDITIONAL SKILLS**

Microsoft Office (Powerpoint, Word, Excel)

**INTERESTS**

Music and Arts (Singing and Painting)

## **CHARACTER REFERENCE**

### **Ana Marie Castrodes**

Operations Manager

Concentrix Inc.

639171322339

### **Khyteleene Santos**

Subject Matter Expert

Concentrix Inc.

639171376316

### **Roxan Catadman**

Subject Matter Expert

Concentrix Inc.

639270376245