



LIZEL [REDACTED]

## PROFILE

Experienced and skillful Inbound Customer Service Agent providing high quality service to callers, working address and meet all needs. Adept at following communication scripts to properly handle various needs in a poised and professional manner.

## CONTACT

PHONE:

ADDRESS:

EMAIL:

## PERSONAL INFORMATION

Date of birth [REDACTED]

Nationality [REDACTED]

Civil Status [REDACTED]

Father's name [REDACTED]

Occupation: [REDACTED]

Mother's name [REDACTED]

Occupation [REDACTED]

## EDUCATION

[REDACTED] June 2009 -2011

Associate graduate of ComputerScience

## WORK EXPERIENCE

[REDACTED] Customer Support (WIND /CANADA Account)

Date:June 2012 – May 2014 Role: Customer Service Agent I

Handled customer service inquiries and complaints in a timely and professional manner resulting to customer service satisfaction rating. Recommend better network and plan for customers.

Conduct simple troubleshooting steps to customer experiencing network issue

[REDACTED], Technical Support (Intuit Account)

May 2014-December 2014 Role: Technical Support I Agent level

Provide technical support i.e., installation, update and upgrade.

Data entry for business process (money in and money out)

Online Banking

Reporting

Journal entry applying simple accounting principle.

January 2015-May 2016 Role: Level 2 Escalation

Handle escalation call from Tier 1 Support

Provide real time feedback to agents and share best practices in handling difficult customers

Provide real time resolution for escalated case

Collaborates with SME in resolving the escalation

May 2016-September 2017: Role Subject Matter Expert

Provides the knowledge and expertise in a specific, business area or technical area of the account

Act as "go to" person to new hires from training to nesting period.

Together with the Team Lead, provides inputs and create score card for agents

Communicates and provide real time feedback on what went well and what can improve

Take escalation calls

[REDACTED] Technical Support (Conventional)

Date: September 2017-present

Taking inbound and outbound calls

Helps with email support

Perform technical troubleshooting

Data entry for Property Management

Currently assisting new hires and Tier1

Attending hands on training with new releases and updates within the program

## SKILLS

- Excellent English skills
- High level of maturity and responsibility
- Sound time management skills
- Highly resourceful, objective and reliable
- Ability to work in a team driven environment.

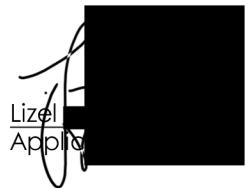
CHARACTER REFERENCES

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[REDACTED]

[REDACTED]

I hereby certify that the above the information is true and correct to the best of my knowledge and belief.

  
Lizele Applied