



ABEGAIL ASEBUICHE

To work and grow in a professional environment where my knowledge, experience, and creativity can be put to the best use. I am committed in providing exemplary services to clients and businesses. I am very much willing to undergo career development and advancement training.

CONTACT

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☎ +63 977 402 7839

📍 Tulo, Taal, Batangas

PERSONAL INFORMATION

- Date of Birth: November 1, 1989
- Age: 33 years old
- Sex: Female
- Marital Status: Single
- Religion: Jehovah's Witness

EDUCATION

BATANGAS STATE UNIVERSITY

BS in Business Administration
S.Y. 2012 - 2013 (Undergraduate)

REFERENCES

Vince Disameto
Training/Team Leader
+63 916 708 2323

Sonnybert Fonseca
Team Leader
+63 956 400 5583

WORK EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE

Sykes Asia Inc.

August 2019 - May 2022

- Google Hardware (US Account).
- Inbound, Outbound, Chat, and Email support.
- I did some troubleshooting with customers, device setup, App navigation assistance, escalating, and device replacement processed, etc.

SPECIAL PROJECT AGENT

ChanelBPO

June 2018 - May 2019

- General Admin tasks like data entry.
- Attending meetings with clients, and sending them reports during EOD. We also did some some rogue hunting on the Amazon Website, sending them warning emails.

TECHNICAL SUPPORT REPRESENTATIVE

TELUS Philippines

September 2016 - February 2018

- Telecommunication Company (Canadian Account)
- Handled Optic TV, Phone, and Internet Services.
- Making sure that we have provided first call resolution.
- Sending out a technician if the issue cannot be fixed over the phone.
- Sending follow up email to avoid repeat callers.

CUSTOMER SERVICE REPRESENTATIVE

Alorica

May 2015 - August 2016

- Macys (US Financial Account).
- Answered basic information about the customers Credit Card details.
- Processed payment, removing late fees and annual fees.
- Escalated to Second level if the account is delinquent.

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance

January 2014 - May 2015

- Pacific Brands (Australian Account).
- General admin/Data Entry. Handled Workwear, School Uniforms, Corporate Uniforms, etc.
- Taking and processing orders with customers over the phone and thru email. Making amendments if needed. Similar to E-commerce.