

ALEXANDRA SALCEDO



PROFILE

I have worked on the Call Center Industry since 2008. Aside from Calls, Chat and Email support, I have also worked as an RMA specialist for 3 years. My latest experience is working as a Recruiting Associate for a year.

CONTACT

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EDUCATION

• HOSPITALITY MANAGEMENT

TAFE, Goldcoast-2008

• SENIOR HIGH

Northern Beaches Christian School - 2007

SKILLS

- Zendesk
- Abacus
- Skyspeed
- Salesforce

EXPERIENCE

• RECRUITING ASSOCIATE

Accenture - 04/26/21-06/25/22

Review resumes of candidates making sure that they meet the client's requirement.

• VIEWER EXPERIENCE ADVOCATE

Valor Global - 08/19/19-12/11/19

Provides excellent customer service through chat and email for Hulu.

• RMA SPECIALIST

Eastvantage - 07/22/13-01/02/19

Started as a chat/email representative for HobbyKing.

Promoted to RMA specialist after a year. Handles warranty claims for faulty, broken and missing items.

Transferred to a travel account after 2 years and worked as an website support. I upload the room rates and information to the website.

• CUSTOMER SERVICE REPRESENTATIVE

Teleperformance - 05/2012-06/2013

Provides customer service through calls for an Australian Airline company. Manage passenger's booking, cancelations, and flight changes.

• CUSTOMER SERVICE REPRESENTATIVE

Aegis People Support - 01/2011 - 07/2011

Provides customer service through calls for a US travel agency. Manage passenger's flight bookings, hotel accommodation and car rentals.

• CUSTOMER SERVICE REPRESENTATIVE

Transcom Worldwide - 08/2008 - 03/2010

Call Nissan car owners to remind and set their car maintenance service.