

Allyson Camille Dela Cruz
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9 Jasmin Street, De Castro Subdivision, Santa
Lucia, Pasig City

PROFESSIONAL SUMMARY:

- Seasoned CSR with 9+ years of work experience in various industries including BPO
- Experienced in providing outstanding customer service, multitasking, navigating dual monitor setup, handling escalations, and resolving issues promptly
- Excellent in oral and written communication skills
- Fluent in English and other Philippine dialects (Tagalog, Itawes, Ilokano)
- Computer proficient with MS Office Applications (Word, Excel, and PowerPoint) Avaya, and Dialpad

PROFESSIONAL EXPERIENCES:

Silver Brick Management **Brooklyn, New York** **February 2023 – August 2, 2024**

Sanitation Property Manager

- Take care of email management duties and update templates when necessary, including writing, proofreading, and sending emails.
- Answer and return phone calls in a professional manner.
- Perform day-to-day tasks of checking documents, files, photos from our field personnel to ensure everything is well documented.
- Manage / Oversee the calendar or schedules of our field personnel.
- Executing all other tasks and projects assigned by the management.

Teleperformance **Makati, Metro Manila** **Nov 2019 – Sept 2022**

***Customer Service Representative/
Subject Matter Expert (Jan 2021 – Sept 2022)***

- Provide chat support services while assisting colleagues with the processes on the assigned floor onsite/virtually
- Troubleshoot and resolve customer issues as well as my teammate's concerns
- Possess the know-how on the account processes and strategies in resolving customer escalations
- Handle and carefully respond to all customer inquiries by building excellent rapport & confidence, identifying their needs, and taking strategic action promptly
- Provide excellent customer service

Trainer (Aug 2020 – Jan 2021)

- Orient and train new employees
- Handle 15-30 employees per batch
- Help employees navigate various work tools and processes for the specific account

Customer Service Representative (Nov 2019 – Aug 2020)

- Provide chat support services

- Handle and carefully respond to all customer inquiries by building excellent rapport & confidence, identifying their needs, and taking strategic action on time
- Provide excellent customer service
- Troubleshoot and resolve customer issues
- Work with confidential customer information and treat it sensitively
- Aim to resolve issues on the first transaction by being proactive and demonstrating advanced product knowledge

Sykes Asia Inc. Makati, Metro Manila

Jul 2018 – Mar 2019

Customer Service Agent

- Handle inbound 50+ calls per day
- Provide excellent customer service skills
- Work on escalated calls
- Transfer calls to necessary departments to assist with customer's needs
- Assist with resolving customer's complaints and concerns

Hanjin Heavy Industries and Construction Co, Ltd.

Sep 2017 – May 2018

Data Entry Encoder

- Compile, sort, and verify the accuracy of data before it was entered
- Compare data with source documents, or re-enter data in verification format to detect errors
- Store completed documents in appropriate locations

Philippine Postal Corporation

Jul 2015 – May 2016

Data Capture Operator/Postal Teller

- Enter client and account data from source documents within time limits
- Compile, verify accuracy, and sort information to prepare source data for computer entry
- Review data for deficiencies or errors
- Correct any incompatibilities and check the output

Sta. Elena Diagnostic Center

Jun 2013 – Aug 2014

IT Support

- Troubleshoot network communication, software, and user account trouble calls both onsite and remotely
- Manage user accounts and settings

EDUCATION:

University of Saint Louis – Tuguegarao City, Cagayan
Science in Information Technology

Graduated: Apr 2013 Bachelor of

LICENSES/CERTIFICATIONS:

PRC Board Passer for Licensure Exam for Teachers

Exp Date: Aug 2, 2025

License #1371359

REFERENCES:

Tommy Papagayo

Supervisor
Teleperformance
Makati, Philippines
09467142164

Rik Fernandez

Trainer
Teleperformance
Makati, Philippines
09958706644

April Martinez

Team Leader, Sykes
Makati, Philippines
09174771161