



# Anetwency Laban

## Customer Service Representative/VA

Experience Customer Service with 2 years of experience in BPO centers. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saves costs while increasing profits

## Contact

**Phone**  
639565523912

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**Address**  
North Caloocan NCR,  
Philippines

## Education

2003  
**Bachelor in Elementary Education**  
Immaculada Concepcion Colleges

## Expertise

- Customer Service
- Appointment Setting
- Lead Generation
- Data Entry/Data Mining
- Account Acquisition
- Email/Chat Support

## Language

English  
Filipino

## Experience

○ **Dec 2021- Sept 2022**  
TPG Philippines

### Customer Service Representative /Billing

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.

○ **March 2021- October 2021**  
FirstAid Pro Adelaide Australia

### Remote Customer Service Representative

- Taking inbound and outbound calls
- Constantly updating company's tracker and data base
- Processing payment and issuing Invoice Tax Receipt and certificates
- Sending email to resolve customer's inquiries and issues

○ **Aug 2020 - Jan 2021**  
Teletech Philippines

### Chat Support

- Resolving customer's issue via chat and outbound calling platform
- Contacting Merchants and Delivery riders about the Order Status

○ **Jun 2014- March 2016**  
Pulley Ascent Pte Ltd

### Virtual Assistant/IT Brand Ambassador

- Scheduling meetings with clients
- Doing appointment setting, contact acquisition, and lead generation
- Working with B2B clients to understand their needs and providing IT software recommendation service.

## Reference

Available upon request