



ANGELICA P. CAÑETE

Address: Blk 11 Lot 68 Sitio Nangkaville Brgy. Quiot Pardo, Cebu City, 6000

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OBJECTIVE

To be part of your company and obtain a position to which my talents and skills can be utilized to improve the company's profitability.

SKILLS

- Interpersonal Skills
- Efficiency and Effectively at work
- Communication Skills
- Problem Solving
- Computer Literacy
- Leadership/Management Skills
- Teamwork
- Time Management
- Decision Making

REFERENCE

Niño Nerves

Supervisor/Team Leader
Wipro

[09635290172](tel:09635290172)

Kate Steffany Carmelotes

Financial Planning Assistant
VBP

[09651808060](tel:09651808060)

Diana Mariz Umbay

CSR
Wipro

[09695090366](tel:09695090366)

PERSONAL INFORMATION

Date of Birth	:	December 31, 1998
Place of Birth	:	Cebu City
Age	:	24 years old
Citizenship	:	Filipino
Religion	:	Roman Catholic
Marital Status	:	Single

EDUCATIONAL ATTAINMENT

March 2015-2019

College Graduate in Bachelor of Science in Tourism
UNIVERSITY OF SAN JOSE- RECOLETOS

March 2011-2015

Cebu City Don Carlos A. Gothong
National High School

March 2006-2011

Pasil Elementary School

WORK EXPERIENCE

September 2023 to December 27, 2024

Support Ambassador/Senior Case Manager

TDCX

Account: Travel and booking (Airbnb)

HM Tower IT Park, Cebu

Duties and Responsibilities

- Provide friendly and efficient service to the travel community
- Be a first point of contact to handle and resolve customer complaints
- Respond professionally to inbound/outbound phone calls, including urgent situations
- Identify and escalate issues appropriately
- Compose thoughtful and accurate messages or customize prepared responses to customers through deferred channels (messaging or chat)
- Research information and troubleshoot problems using available resources
- Arbitrate in situations between users
- Monitor and control numerous concurrent tasks in tandem
- Proactively and independently work to meet targets and goals

April 2023 to June 2023

Tele-Sales Associate

Dyninno

Account: Travel and booking (All Airlines)

Filinvest IT Park, Cebu

Duties and Responsibilities

- Processing new clients' inquiries specifically airline ticket – Cooperating with incoming clients to determine their needs and advising them on an appropriate destination, modes of transportation, travel dates, costs, and accommodations.
- Following-up – Making sure clients are happy and satisfied with our services from start to finish, ensuring long-term cooperation via excellent customer service and problem resolution skills.
- Facilitating deals/sales – Supporting the process for clients with professional insight and expertise.

July 2021 to April 2023

Customer Services Representative

Wipro

Account: Travel and booking (United Airlines)

Panagdait Mabolo, Cebu City

Duties and Responsibilities

- Assist passenger's to book their flights.
- Taking inbound calls (international)
- Help passengers with check in procedures through online.
- Deal with passenger flight queries.
- Verify travel documents and provide boarding passes.
- Inform passenger of the terms and conditions of the ticket including baggage policy and collect any excess weight charges.
- And most importantly, provide resolution to the customer's concern.