



ANGELICA JOY AUSTERO

Manila, Philippines

Mobile: (+63) 916 688 1318

Email: w.austeroaj@gmail.com

OBJECTIVE:

A dedicated and motivated professional with one year experience in Customer Service catering financial, banking, sales records, basic Risk and Chargeback status, and basic technical troubleshooting in the industry of BPO. Solution-oriented person, and a job well done enthusiast seeking for a workplace environment that would feed my hunt for challenges and opportunities to develop my skills and abilities especially my communication skills, interpersonal skills, my ability to work with others, and my organizational skills.

EXPERIENCE:

TakUs Fort Excellence (Customer Service Representative)

Bulacan, Philippines

- Responds to client queries about financial, banking, and business accounts via chat support and phone conversations with the most effective resolution/s.
- Prioritizes client satisfaction with the services offered.
- Offers basic troubleshooting procedures for issues on the account and the system.
- Provides terminal upgrades for enhanced sales record navigation and smooth-flowing sales transactions for our customer's business/es.
- Manages and responds to email questions concerning their account and service problems (delegation)
- Responds to client queries through chat, phone, and email while browsing multi-screen and tabs for tools and account information.
- Prepared and took notes on meeting minutes, reports, and team correspondence (delegation)
- Oversees team productivity and department acknowledgment (delegation)
- A seasonal and planned day off for novice aid (delegation)
- Accepting escalation calls during seasonal and scheduled day off (delegation)

SKILLS:

- ✓ Knowledgeable in computer software fundamentals such as Microsoft Word, PowerPoint, and Excel. (As well as Google Office products).
- ✓ Excellent verbal and written communication abilities.
- ✓ Skill to manage duties on one's own.
- ✓ Creative in coming up with ideas and strategies to each task and difficulty encountered.
- ✓ Have an optimistic attitude even while coping with stressful events.
- ✓ Keeping organized and focused on a certain activity.
- ✓ Excellent at working and collaborating in groups.
- ✓ Professional at dealing under pressure.
- ✓ Knack for handling multiple tasks at once.
- ✓ Shows a positive reaction and readily adjusts to changes in a fast-paced work setting.
- ✓ Able to handle repetitious duties that need knowledge and skill on specified assignments.
- ✓ Capable of taking the initiative and leading task delegations with dedication and enthusiasm.
- ✓ Experienced and competent at handling various jobs on multi-screen navigation at the same time.'

EDUCATIONAL ATTAINMENT:

- **Tertiary**
Polytechnic University of the Philippines
Bachelor of Arts in Literary and Cultural
Studies
Anonas St., Sta. Mesa Manila
2019-2023 (Undergraduate)

CHARACTER REFERENCE:

Upon Request.