

APRIL MAY B. PASINABO

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4611 B Tuscania Guadalupe Cebu City

EDUCATION

Elementary
Guadalupe Elementary School
2006 - 2012

Secondary
Ramon Duterte NHS
2012 - 2016

Senior High School
Ramon Duterte NHS
2016 - 2018

EXPERTISE

- Management Skills
- Critical Thinking
- Communication Skills
- Sales/Travel Account Expert
- Strong Knowledge Retention
- GDS/ Amadeus Sellco
- Problem Solving

LANGUAGE

- English
- Filipino

WORK EXPERIENCE

Teleperformance Cebu
Travel Consultant/Specialist **2018-2022**

Expedia Sales Agent
- Assists clients in planning and booking travel arrangements. We provide expert advice on destinations, accommodations, transportation, and activities, tailoring recommendations to the client's preferences, budget, and needs. Travel consultants aim to ensure a seamless and enjoyable travel experience for their clients.

Expedia Chase Tier 1 Agent
- Works as part of a customer service team for Expedia, a major online travel agency, in partnership with Chase, a financial services company. The primary job of an Expedia Chase agent is to assist customers who are using Chase credit cards to book travel through Expedia.

Expedia Chase- Tier 1 SME
- Share knowledge of tools, products, policies, and services with agents to help ensure their performance aligns with client targets and expectations.
- Conduct call monitoring sessions or "barge-in" (WAHA) to participate in real-time coaching. These sessions focus on addressing areas of improvement while reinforcing strengths, without jeopardizing client goals.
- Manage escalations by taking over calls from agents within the micro team as a last resort.

Enshored. Inc
2022-2025

Customer Service Representative (Travelperk)
- Handle client requests via email through the Zendesk app and real-time chat, specifically from corporate customers using Travelperk. These requests may include manual bookings, modifications, special requests, and general inquiries related to their travel.

Subject Matter Experts (Travelperk)
- **Providing Expertise**: I offer in-depth knowledge on a particular topic or process and am the go-to person when complex issues arise in my area of expertise.
- **Training and Mentoring**: I share my knowledge by training staff, developing learning materials, and mentoring team members to help them improve their skills and performance.
- **Problem Solving**: I assist in resolving technical or operational challenges, ensuring that issues are addressed with a deep understanding of the subject.
- **Process Improvement**: I contribute to refining existing processes, identifying inefficiencies, and suggesting best practices or improvements.
- **Ensuring Compliance and Quality**: I help ensure that our practices and products meet industry standards, comply with regulations, and maintain high-quality levels.
- **Collaboration and Support**: I work closely with other teams, providing guidance on the best practices and offering support during project planning, implementation, or troubleshooting

Team Manager (Travelperk)

Team Management and Performance Monitoring

- Oversee daily operations of the travel support team.
- Monitor agent performance using KPIs such as call handling time, booking accuracy, and customer satisfaction.

Quality Assurance and Training

- Ensure team members follow company policies and industry standards.
- Provide coaching, feedback, and ongoing training to improve service quality.
- Client and Customer Support Oversight

Reporting and Process Improvement

- Generate and analyze reports on productivity, customer feedback, and service quality.
- Recommend and implement process improvements to enhance customer experience and operational efficiency.