


ROCHELLE LOPEZ

 0966-337-6039

 rochelle.lopez090691@gmail.com

 Marilao, Bulacan, 3019

PROFILE

Personable, friendly, and solution-oriented with over 7 years of experience in service and support. Customer-focused team player offering expertise in conflict mediation, and time management. Dedicated to customer loyalty and satisfaction.

SKILLS

- Motivational strategies
- Safeguarding policy knowledge
- Documentation
- Exceptional written communication
- Customer needs analysis
- Solution development
- Public speaking

EXPERIENCE

CUSTOMER SUPPORT AGENT

TaskUs Philippines, Meycauayan, Bulacan

September 2020 - Present

- Effectively handled customer complaints, using smart problem-solving skills to resolve issues and maintain customer satisfaction, and recorded all call and chat call notes using Salesforce and Okta CRM for escalations and record-keeping purposes.
- Tracked daily handled chats and calls using Google Suite, specifically Google Sheets.
- Led team meetings to delegate tasks, assign workloads and communicate changing priorities.
- Maintained an extensive knowledge of product, additions, and removal by reviewing knowledge-based articles and attending monthly update meetings with clients.
- Monitored operations to ensure employees followed relevant procedures and worked towards defined Key Performance Indicator (KPI) targets.
- Evaluated team performance and provided constructive feedback to improve daily goal achievement.
- Created training decks for teammates to follow that indicate workarounds and summaries of current protocols to be followed when handling cases to ensure effective issue resolutions.

EDUCATION

BACHELOR OF ARTS IN COMMUNICATION

Far Eastern University
2012-2016

ROCHELLE LOPEZ

EXPERIENCE

CUSTOMER ACCOUNT ASSOCIATE

Teleperformance Philippines

March 2019 to December 2019

- Maximized customer satisfaction by resolving service issues promptly.
- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Built rapport with customers through courteous and professional communications.
- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.

TEAM LEAD

iPARA Technologies and Solutions Inc.

February 2018 - December 2018

- Tactfully handled complaints from staff, management, and clients using excellent problem-solving and dispute-resolution skills.
- Compiled documents and digitized the tracking of applicants using programs such as MS Excel.
- Worked on-field at the LTFRB to guide aspiring TNVS drivers to be able to apply for their permits.
- Planned employee workloads and delegated tasks strategically to meet seasonal fluctuations in demand.
- Integrated process improvements to optimize overall workflow and efficiency.
- Assisted with team recruitment, and interviewing, and led applicants' onboarding, which included presenting a product-based training deck.

ROCHELLE LOPEZ

EXPERIENCE

ESL TEACHER

Cloud English Training and Teaching

December 2016 to December 2017

- Handled 20 to 40 classes a day that usually lasts from 10 to 20 minutes per class.
- Developed constructive feedback on homework to drive attainment.
- Boosted writing skills by designing creative and comprehensive exercises.
- Planned lessons with dynamic discussions and exercises to promote engagement.

