Bernadette Carreon

09357081777 | carreonbernadette@yahoo.com

Objective

Seeking a dynamic role where I can leverage my skills and expertise to contribute effectively to a forward-thinking team, while furthering my professional growth and pursuing new challenges

Experience

- **Cloudstaff PH** March 2025 - Present
  Customer Service Representative
  Delivered exceptional customer support via phone, email to subscribers and partners of entertainment and lifestyle publications.

  Assisted with subscription inquiries, billing issues, digital access, and promotional offers, ensuring a positive customer experience.

  Maintained a high level of product knowledge across multiple publications to accurately answer questions and upsell relevant services.

- **Connext International Inc.** June 2022 - March 2025
  Verification Specialist / Data Entry
  Conducting thorough verifications of documents, records , or information to confirm authenticity and compliance with regulations.
  Maintaining detailed records of verification activities and outcomes for audit and reporting purposes.
  Verifying the accuracy of data and making necessary corrections or modifications to ensure data integrity.
  Adhering data entry protocols, standards and confidentiality policies.

- **TATA Consultancy Services** July 2021 - June 22
  Customer Service Rep
  Manage customer calls effectively and efficiently in a computer fast paced and challenging call center environment.
  Manage customer relationship via phone and email to obtain payment and resolve inquiries.
  Scheduling appointments for sales representatives to meet with interested prospects.

- **STARTEK Philippines** December 2017 - June 2021
  Engagement Specialist
  Successfully managed the porting process for phone numbers, ensuring seamless transitions for clients.
  Demonstrated expertise in coordinating with telecommunications providers, resolving porting issues, and maintaining accurate records and appointments and customer information in the database.

Education

- Office Administration