Charlene Sanchez

CUSTOMER SERVICE REP
EXECUTIVE ASSISTANCE
APPOINTMENT SETTER
SR. QUALITY EVALUATOR

CONTACT

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PROFILE

I've been in a BPO company for almost 7 years. I handled Billing, Sales and technical support from one of the prestigious company in the phillipines. I have working experience being an executive assistance and an appointment setter.

I also have a working experience as a Sr Quality evaluator wherein I evaluates calls from the experts, Trainers and Team Lead, Calibration with the client, facilitating calibration with the operations manager and clients, sending end of day, weekly and monthly report and conducting Quality Talks to all of the new hires.
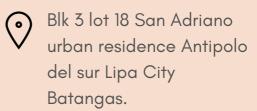
COMPUTER SKILLS

- Text processor
- Spreadsheet
- Slide presentation
- Knowledgeable in using Microsoft Word, Excel, PowerPoint and Outlook
- Basic Canva
- Basic Photoshop
- Web Searching
- Fast and accurate typing

SUMMARY OF SKILLS

- Cooperative team player
- Knowledge in Computer Applications
- Energetic and organized
- Responsible and willing to learn
- Fast Learner and Hardworking
- Positive Thinker
- Can work in a minimal supervision
- ·Self-motivated, Trustworthy, hardworking, responsible, flexible, and resourceful

EXPERIENCE

- **Alorica Lipa**

– Call Center Agent / Technical Service Representative

– Jan 2017– April 2018

– Handling technical, billing, and sales calls

Teletech Lipa

– Call center agent (Insurance)

September 2018– May 2019

- **Concentrix Alabang**

– Quality Evaluator

– May 2019–December 2022

- Quality Roles
- We evaluate calls from Tl's, Trainer and experts
- Facilitate calibrations
- Sending end of day, weekly and monthly reports
- Meeting with the clients

Conducting Quality talks for New Hires**.**

Appointment Settler

- **O**utbound and Inbound
- We are the one calling the customer if informing them regarding the status of the vehicle and setting up there appointment.

Executive Assistance

- Calendar Management
- Additional task like by creating Organizational chart, arranging there meetings, emailing and following instructions from the client.