

CHLOELEN P. BEATRIZ

136 Del Pilar St., Pinalad Rd., Centennial 2, Brgy. Pinagbuhatan, Pasig City, Metro Manila 1602
+639625606869

chloelenbeatriz@gmail.com

LinkedIn: <https://www.linkedin.com/in/chloelenbeatriz/>

[Chloelen Beatriz Portfolio](#)

A seasoned professional with a history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to enhance the organizational brand.

EXPERIENCE

JANUARY 2009 - APRIL 2009

CUSTOMER SUPPORT REPRESENTATIVE, MOTIF LTD

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns regarding their PayPal accounts.
- Provided primary customer support to internal and external customers.
- Release approved PayPal to PayPal and/or PayPal to Bank transfers.
- Hold suspiciously large transactions without the account holder's verbal approval

FEBRUARY 2010 – MAY 2010

CUSTOMER SALES REPRESENTATIVE, AEGIS PEOPLE SUPPORT

- Educated customers on promotional options, sales policies, and methods for obtaining desired results from 1800flowers.com offerings.
- Assisted call-in customers with questions and filled out orders.
- Resolved concerns with product and logistic concerns to help with retention and drive sales.
- Verified delivery schedules and processes.

JUNE 2010 – DECEMBER 2010

CUSTOMER SERVICE ASSOCIATE, NCO/RMH TELESERVICES

- Managed and reviewed client contracts with corporate clients and Verizon Business for telephone and internet services.
- Compare data with contract contents to determine if a corporate client has credit for any system interruption that resulted in profit loss of the client.
- Compute per minute loss in Dollars.
- We improved customer satisfaction ratings by addressing issues and fostering timely resolution.

AUGUST 2013 – FEBRUARY 2015

TRAVEL AGENT, MOTIF LTD

- Maintained operational proficiency in coordinating post-sale international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations for Priceline.com
- Maintained currency on airline policies, tariff regulations, and travel laws to maximize effectiveness using Worldspan
- Responded to clients' questions, issues, and complaints and implemented appropriate solutions.

- Improved workplace productivity by effectively coordinating appointment schedules and itineraries and managing accounts and budgets.

MARCH 2015 – SEPTEMBER 2015

TRAVEL SALES AGENT, IBEX GLOBAL

- Provided customers with the best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings for Expedia.com clients
- Booked transportation using booking engines and GDS, made hotel reservations and collected payments to optimize trip planning.
- Referenced company contracts and rate desk to balance rate and revenue for client and company.
- Supervised payments via credit and debit cards and handled sensitive information with professionalism and discreteness.

NOVEMBER 2015 – MAY 2016

CUSTOMER SERVICE REPRESENTATIVE – BILLING AND INVOICING, CONVERGYS

- Assisted the department with email-based and phone support when the call center was busy or short-staffed for Microsoft Billing.
- Asked open-ended questions to determine which products or services would best fit the customer's needs.
- Provided online demonstrations to educate customers on product features and online help resources.
- Documented all customer information accurately in the computer system, providing dated notes for future reference.
- Remedied issues quickly and within the parameters of company-mandated policies and procedures.

OCTOBER 2016 – JULY 2017

AIRBNB SENIOR CUSTOMER SUPPORT REPRESENTATIVE, TELEDIRECT

- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments for Airbnb.com via phone or email conversations with clients.
- Discussed security issues and protocols with individuals traveling to highly insecure countries or areas.
- Provided alternative accommodations during a guest-host conflict.
- Supervised payments via credit and debit cards and handled sensitive information with professionalism and discreteness.
- Responded to clients' questions, issues, and complaints and found appropriate solutions when needed.

SEPTEMBER 2019 – JANUARY 2020

DOMESTIC WORKER, MANAMA, BAHRAIN

- Clean 4 rooms using basic cleaning tools and chemicals
- Clean 4 bathrooms using basic cleaning chemicals
- Assist employer during trips – grocery and trips to Manama, Bahrain for family gatherings in a weekly basis

NOVEMBER 2020 – PRESENT

BUSINESS PROCESSING ASSOCIATE, ACCENTURE INC

November 2020 - February 2021

- Project: Virgin Media
- Processed entries to make adjustments and post to client accounts.
- Monitored transactions and customer behavior to identify signs of fraud.
- Checked figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.

March 2021 - March 2024

- Project: Entergy

- Checked account's billing and invoicing for gas and electricity services.
- Make necessary adjustments to meter readings per regulations and laws governing specific states and areas in the United States of America.
- Create invoices to confirm and/or adjust meter readings and document accounts per actions done on the account.
- Send ideas to immediate supervisors to confirm and acknowledge possible workarounds with system errors for Entergy or ideas to create a more harmonious and driven environment within Accenture.

March 2024 - July 2024

Project: DTE US

Checked account's billing and invoicing for gas and electricity services.

Make necessary adjustments to meter readings per regulations and laws governing the state of Michigan in the United States of America.

- Create invoices to confirm and/or adjust meter readings and document accounts per actions done on the account.
- Send ideas to immediate supervisors to confirm and acknowledge possible workarounds with system errors for DTE or ideas to create a more harmonious and driven environment within Accenture.

July 2024 - December 2024

Project: BHP Billiton

Review employee contracts for termination/retrenchment

Compute for final pay, and send redundancy quotations

Prepare redundancy quote, and process the encashment of eligible benefits

Input final pay with benefits within 7 business days by Australian laws

EDUCATION

JUNE 2004 – MARCH 2008

HIGH SCHOOL DIPLOMA, STATEFIELDS SCHOOL INC

- Member of Stallions Football Club: JUNE 2004 – FEBRUARY 2008

JUNE 2016 – MARCH 2018

UNDERGRADUATE, AMA COMPUTER COLLEGE

SKILLS

- Customer Engagement
- Multitasking Abilities
- Excellent Communication
- Billing Processing
- HR Analytic
- Basic Written Hiragana

- Written Communication
- Change Order Processing
- Data Entry
- Operations Management
- Utilities Customer Back Office Operations
- Basic Korean

CERTIFICATIONS

CERTIFICATIONS	CREDENTIAL ID	ISSUED BY	ISSUED ON
National Certificate Level II – Domestic Work	19130602113384	Technical Education and Skills Development Authority	10 October 2019
Lean Six Sigma White Belt Certification	MEM-q7-o3ngL-2APB	Six Sigma PH	30 August 2024
English Proficiency	82b826d6-8612-4264-b59f-0949702f924e	goFluent	13 January 2025
Providing Housekeeping Services	34jOWDfH50	Technical Education and Skills Development Authority	23 January 2025
Lean Six Sigma Yellow Belt – Skillsoft			
CERTIFICATIONS	CREDENTIAL ID	ISSUED ON	
Team Basics, Roles, and Responsibilities	114619964	09/2024	
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Quality Tools	120604880	10/2024	
Metrics	125666754	12/2024	
Identifying Projects	125687759	12/2024	
Project Management Basics	126030201	12/2024	
Statistics	127150314	12/2024	
Classifying & Collecting Data	127175696	12/2024	
Measurement System Analysis	127302819	12/2024	
Lean Tools & FMEA	128504424	01/2025	
Data Analysis and Root Cause Analysis in Six Sigma	128507170	01/2025	
Six Sigma Correlation, Regression, and Hypothesis Testing	128619218	01/2025	
Techniques for Improvement	128627575	01/2025	
Control Tools & Documentation	128629727	01/2025	
Digital Marketing Institute Essentials – Skillsoft			
CERTIFICATIONS	CREDENTIAL ID	ISSUED ON	
Embracing the Digital Opportunity	128521160	01-03-25	
Email	128522406	01-03-25	
Social Media & Social Selling	128523927	01-03-25	
Creating Effective Social Customer Service	128525677	01-03-25	
Assessing Digital Challenges & Risks	128527569	01-03-25	
Expanding Your Digital Mindset	128529283	01-03-25	

AWARDS

FY2024 Gem Award

- Working With A Purpose Award
- September 26, 2024

Collaborative Award

- Project Entergy Special Award
- December 2023