



CHRIZEL PANAL



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<https://www.facebook.com/chrizel.panal7/>



<https://www.upwork.com/freelancers/~0107be8e5fc07e3da5>

CAREER OBJECTIVE

A dedicated job seeker aiming to leverage my writing and communication skills to contribute to company goals and growth.

SKILLS



Writing and speaking



Communication



Computer navigation

AWARDS AND ACHIEVEMENTS

- Elementary 1st Achiever
- Honor Student in High School
- SHS Silver Achiever
- Monthly performance incentives (BPO)

SEMINARS ATTENDED

- 2014** Computer literacy Program- Unitech Educational Program Corp.
- 2018-2019** Marketing Volunteers- AMA Dasma Colleges
- 2023** E2A: Doordash Action

JOBS

- AUG 2017- FEB 2019** Service Crew- Mcdonald's RSA 235 Cavite
 - greeting and welcoming the guests, accurately taking and serving orders of food and beverages, and keeping our workspace and guest service area neat and clean.
- AUG 2021- DEC 2021** CSA-Collective Solution QC
 - manages customer concerns to maintain positive customer relationships within an organization. They interact directly with customers to listen to concerns, resolve problems, and recommend products and services according to the needs of each individual.
 - nonvoice account/WFH(graveyard shift)
- DEC 2021- MAY 2024** CSR- TTEC Philippines
 - Voice account(international)/WFH(Graveyard shift-11PM to 8AM MNL TIME)
 - Escalation support(Tier 3), handling customers through reactivations, account activity, fraud detention, card removal, and all the concerns of cx including refunds and troubleshooting
 - tools: Dispatch, outlook, amazon connect, Observe AI, stripe, Braintree,salesforce, sigma,maestro,Kronos, google drive
- APR 2024- JUNE 2024** Ecommerce VA/Customer support- Upwork
 - Voice and non voice account(International)/WFH(Graveyard Shift- 12AM to 6AM MNL TIME)
 - outbound support/ negotiating between client and florist in placing the order
 - zoiper, notion, CRM, VPN, Upwork tracker, Grit, AVAST, airtable,

EDUCATIONS

- 2018-2020** CAVITE STATE UNIVERSITY - MAIN CAMPUS INDANG
BACHELOR OF SCIENCE IN ECONOMICS (UNDERGRADUATE)
- 2016-2018** AMA COMPUTER COLLEGE - CAVITE
STEM
- 2012-2016** AMADEO NATIONAL HIGH SCHOOL
- 2006-2012** JAVALERA ELEMENTARY SCHOOL

REFERENCES

ENRIQUE LAUREN

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GELLIE ROSE CUBIO

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SHEINA ORCULLO

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