

Clarisse Angel Angeles Bolante

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SCHOLASTIC RECORD

Bachelor of Technology in Hotel and Restaurant Management

University of Rizal

System Antipolo

City 2007-2011

WORK EXPERIENCE

MediPad Corp. March 2022 - Aug 2023

*Office Suite-3 2nd Floor Robinson's Exxa and Zeta Tower,
Brgy. Ugong Norte, Quezon City*

Customer Success Specialist

- Proficiently execute end-to-end software implementation for clients' devices, ensuring seamless usage.
- Conducted effective online and face-to-face training sessions for nurses, doctors, technicians, and billing officers, enabling proficient software navigation.
- Provided exceptional after-sales support, proactively monitoring, and addressing clients' needs and workflow to maintain operational efficiency.
- Demonstrated expertise in checking, monitoring, and analyzing weekly claims data, proactively addressing issues and reasons for return claims.
- Assisted clients in ensuring regulatory compliance and accurate refiling processes, contributing to reduced errors and increased efficiency.

Insight Bpo: October 2020- Dec 2021

*San Miguel Avenue corner Shaw Boulevard, Ortigas Center
1605*

Customer Service Experience

- Responsible for selling corporate products or services through the achievement of opportunity-based sales
- Reaching business targets through creation of sales leads, initiation of prospect calls, answering incoming calls from prospective clients and following up on leads
- Responsible for generating leads and meeting sales goals

Millennium1 Solutions: September 2018 – October 2020

10 Brixton St. Kapitolyo, Pasig 1603

Customer Service Associate

- Aids in checking account balances, payments, and transactions.
- Assists card holders in processing lost/stolen credit cards
- Upgrade cards, approve card applications and increase credit limit.
- Review account's eligibility for reinstatement.

Isupport Worldwide: February 05, 2018 – July 16, 2018

9th & 10th Floor, Cyberscape Alpha Building Sapphire Road, Ortigas Center, Pasig City 1605

Customer Relocation Coordinator

- Assists members in verifying their correct pack and load date.
- Reminding members of the details/documents that they have for the pickup and delivery of their household goods move.

Sutherland Global Solutions: September 2015 to August 2017

7th/F Harvester Corporate Center, 188 P. Tuazon Blvd,

Cubao, Quezon City, 1109 Metro Manila

Consultant

- Selling remote computer repair subscriptions to customers.
- Assists customers with computer software malfunction through remote access.
- Basic hardware troubleshooting for Windows and Android devices.
- Sending EOD reports to clients.

Teletech: September 2012 to October 2013

Robinsons, Ortigas, Extension Junction, Sto. Domingo, Cainta, 1900 Rizal

Technical Support Representative

- Assists customers with product malfunction.
- Record issues through the ticketing system.
- Troubleshoot ADSL, Cable internet connections, android tablets, and video recorder.

CHARACTER REFERENCES

Jenny Vee Florendo – 09952611875

Operations Manager (Insight bpo)

Froilan Santos – 09560478788
Team Leader (Millennium1 Solutions)

Quennie Tilig - 09512309292
CSS (Medipad Corp.)