



# FRANCES BANGCOT

## CUSTOMER SERVICE REPRESENTATIVE



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### PROFESSIONAL SUMMARY

Customer Service Representative with over 2 years of experience in the BPO industry, specializing in both Telco (voice) and Healthcare (email) support. Proven ability to manage high-volume customer inquiries related to billing, sales, product concerns, medication issues, lab work coordination, and appointment scheduling. Adept at using CRM platforms like Zendesk and Zoho to ensure accurate documentation and timely resolution. Strong communication skills, both written and verbal, with a focus on empathy, patience, and professionalism. Tech-savvy, self-motivated, and reliable, with a dedicated home-based setup ideal for remote or night shift work. Eager to contribute to a team that values quality service and continuous growth.

### ACADEMIC BACKGROUND

#### MONTESORI PROFESSIONAL COLLEGE OF ASIA

SENIOR HIGH SCHOOL GRADUATE      2017 - 2019

- Completed General Academic Strand with a focus on Technical-Vocational ICT
- Gained foundational skills in computer operations, basic troubleshooting, and digital communication

### CAREER HISTORY

#### CUSTOMER SERVICE REPRESENTATIVE

NEXTVAS INC.      2024 to Present

Deliver email-based support for a U.S. healthcare account, handling patient concerns related to medications, prescriptions, product inquiries, lab work, and appointment scheduling. Ensure accurate, timely responses while maintaining strict confidentiality and compliance with healthcare standards. Proficient in using CRM tools to manage tickets efficiently in a remote, fast-paced environment. This role has enhanced my written communication, attention to detail, and ability to multitask across multiple systems.

#### ADVISOR I, CUSTOMER SERVICE

CONCENTRIX CVG PHILIPPINES      2023 to 2024

Provided voice support for a major telecommunications client, handling a wide range of billing concerns, account inquiries, and product-related questions. Assisted customers with service upgrades, plan adjustments, and basic troubleshooting for connectivity and device issues. Promoted suitable products and services to match customer needs. Ensured accurate documentation of all interactions using CRM tools (Salesforce) and consistently met performance metrics in a high-volume, fast-paced environment.

### CORE SKILLS

- Inquiries Product Knowledge &
- Upselling Appointment
- Scheduling Medication &
- Healthcare Support Basic
- Technical Troubleshooting
- Confidentiality & Compliance
- Written & Verbal Communication
- Customer Service (Voice & Email Support) Billing & Account
- Time Management
- Remote Work Adaptability
- Problem Solving
- Attention to Detail
- Multitasking
- Data Entry & Documentation
- CRM Tools: Zendesk, Zoho

### WORK REFERENCES

#### DAISY MALAYAG

Customer Service Representative

Nextvas INC.

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