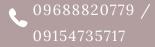


GERALDINE E.DELAYUN

CAREER SUMMARY

I am a highly motivated results driven, flexible person with a 4 year customer service experience. I am eager to learn new skills, independent but also collaborates productively within groups.

CONTACT ME



geraldine.delayun@gmail.com



EDUCATION

TAGUIG CITY UNIVERSITY

Bachelor of Science in Business Management 2014-2018

WORK EXPERIENCE

CUSTOMER SUPPORT SPECIALIST

TSA/TELSTRA Feb 2021-Feb 2024

- Inbound chat support and make follow ups via email
- Handles complex cases and complaints.
- Manage overall customer service tasks, sales, retention, data entry, collections
- Tech support for mobile/home internet/company-owned email product and entertainment.

CUSTOMER SERVICE ASSOCIATE

INFINIT-O GLOBAL SOLUTIONS Sep 2019-Jun 2020

- Inbound and outbound calls mainly focus on customer experience, billing concerns and retention
- -Process payments and reads electric meter SENIOR PROCESS ASSOCIATE

TATA CONSULTANCY AUG 2018-JAN 2019

- -In charge of processing of insurance claims for mortgagers
- -Coordinates with solicitors, bankers and insurance adjusters

TRAINING

SCHNEIDER ELECTRIC

- -Clerical assistant both in office and field work
- -Data encoder for sales and requests

SKILLS

Customer Service, Microsoft, CRM