



# 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

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CAVITE

## 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