

Ginalane Cobalida

Customer Care Specialist



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01 PROFILE

complex

Motivated professional well-versed in building productive relationships, resolving issues and winning customer loyalty. Bringing 12-year background maintaining customer satisfaction and contributing to company success. Proficient in Microsoft Office.

Knowledgeable in performing trouble shooting for Android and iOS devices.

02 EMPLOYMENT HISTORY

Oct 2021 — Jun 2024

Robinsons Cyberspace Gamma, Ortigas Pasig City PH

Customer Service Associate at ClearSource BPO Philippines Inc.

- Providing timely assistance and support throughout the customer's solar journey.
- Maintaining accurate records and customer interactions, transactions and correspondence in the customer relationship management (CRM) system.

Jun 2018 — Jun 2021

Philplans Corporate Tower, BGC Taguig City Metro Manila PH

Team Of Experts at Sutherland Global Philippines Inc.

- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Served customers in a friendly efficient manner following outlined steps of service.

Mar 2017 — Jun 2018

Uptown Place Tower 1, BGC Taguig City, Metro Manila PH

Account Analyst at Concentrix Services Philippines

- Forecasted account needs and metrics based on market and product data.
- Analyzed trends and monitored customer behaviors to serve as predictors for future marketplace actions.

Jun 2016 — Dec 2017

Five E-Commerce Center Mall of Asia Pasay City, Metro Manila PH

Account Associate at VXI Global Holdings

- Answered customer telephone calls to respond to questions, provide details and resolve concerns.
- Supported operations by communicating with customers, filling documents and managing data.

Oct 2013 — May 2016

Alphaland Southgate Tower, Chino Roces Ave. Makati City, Metro Manila PH

Customer Service Specialist at Alorica Philippines Incorporated

- Addressed customer complaints and mitigated dissatisfaction by employing timely and effective solutions.
- Increased efficiency and team productivity by promoting operational best practices.

Mar 2013 — Jul 2013

Glorietta 5 Bldg. cor. East St. Ayala Ave. Makati City Metro Manila, PH

Collector at Convergys Philippines Services Corporation

- Maintained compliance with fair debt practices and regulatory guidelines.
- Maintained high volume of calls to meet demands of a busy group.

Sep 2011 — Jun 2012

Greenfield District Shaw Boulevard Mandaluyong City, Metro Manila PH

Front Desk Clerk at Interlink Manpower Development and General Services (Soho Central Private Residences)

- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.

Jul 2011 — Sep 2011

JMT Corporate Tower, Meralco Ave. Pasig City Metro Manila, PH

Collections Agent at Interjob General Services (BDO Unibank)

- Persistently reached out to customers with extremely past due accounts to recover lost revenue.
- Counseled debtors on payment options and arranged installment agreements.

Jan 2011 — May 2011

Matalino St. Brgy. Pinyahan Quezon City, Metro Manila PH

Receptionist at Joblink Manpower and General Services (Ramberry Suites)

- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Kept reception area clean and neat to give visitors positive first impression.

03 EDUCATION

Jun 2003 — Jun 2008

C.M. Recto Ave. Manila

San Sebastian College-Recoletos, Manila

Bachelor of Science in Hotel and Restaurant Management

- **Relevant Coursework Completed:**

Training for In-flight Meal Sanitation and Preparation (*Philippine Airlines Training Center, Manila*)

- **Relevant Coursework Completed:** Training

for Food Handling and Service (*Grand Boulevard Hotel, Manila*)

- **Member:** Sebastianian Hotel and Restaurant Management Organization (**SHARMO**)

04 REFERENCES

Richard Del Rosario (Team Leader)

ClearSource BPO PH Inc.

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Jean Francis Rivera (Subject Matter Expert)

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