



Hazel-Ann V. Zafra

Marungko, Angat, Bulacan

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OBJECTIVE: To improve my talent and skills and to have a sense of belonging towards the attainment of the mission of the company.

WORKING EXPERIENCE

QUORUM AUTOCANADA

WORK AT HOME SET UP

Position: Appointment Coordinator

Inclusive Date: December 2022 up to present

Job Description:

- Assisting customers to schedule service appointments accurately
- Answering questions and inquiries from customers
- Recommending and upselling services
- Knowledge in using CRM

FRANSCHISEES FIRST

WORK AT HOME SET UP

Position: Order Entry Specialist | Chat Support

Inclusive Date: December 2022 up to present

Job Description:

- Receiving and processing orders from customers
- Process orders using designated scripts, handle customer inquiries, provide customers with product and service information, enter new customer information into the system, and update existing customer information
- Collaborating with the Support team to share insights, and best practices, and contribute to meeting Service User goals.
- Meeting or exceeding established KPIs, including Average Talk Time, Errors, Quality, and attendance.

- Actively participating in the FF Gig to stay informed about updates, changes, and Gig requirements.
- Maintaining consistent attendance and availability during scheduled shifts, ensuring uninterrupted coverage.

CONCENTRIX CVG PHILIPPINES

UP-Ayaland Technohub, Quezon City

Position: Airline Customer Service Representative/Floorwalker

Inclusive Date: May 2022 – December 2022

Job Description:

- providing information and assistance to customers
- helps customers with flight reservations, itinerary changes, baggage concerns and questions about customer loyalty programs
- Responsible for providing a high level of customer service, including receiving and dispatching calls, answering questions, and performing basic troubleshooting

WNS GLOBAL SERVICES INC.

Eastwood, Libis Quezon City

Position: Customer Service Representative

Inclusive Date: March 2021 – May 2022

Job Description:

- Work with the team leader and team colleagues to improve processes and develop business opportunities to harness the full potential in the department
- Manage workflow and processes in accordance in SLA
- Provide thoroughly, friendly and effective customer service to all customers during the travel booking process.
- Handles all follow-up communication with customers/clients to determine best possible solution for problems.
- Processing flight reservation using GDS (Amadeus)

ALORICA PHILIPPINES

Alphaland, Makati

Position: Customer Service Representative

Inclusive Date: September 2020 - March 2021

Job Description:

- Managing incoming calls and customer service inquiries regarding phone or mobile phone services
- Assisting customers with billing concerns or promo packages
- Promoting products and services

FAIRMONT HOTEL THE PALM

Dubai, United Arab Emirates

Position: Ba Restaurant & Lounge (Asian Restaurant) Receptionist

Inclusive Date: September 27, 2016-September 9, 2019

Job Description:

- Serving guests with an excellent service
- Greeting the guests cheerfully
- Using micros
- Handling payment transactions
- Handling guests inquiries and complaints
- Upselling

XENIA CAFÉ & RESTAURANT

Dubai, United Arab Emirates

Position: Customer Service Representative

Inclusive Date: September 20,2014-September 20,2016

Job Description:

- Serving guests politely and joyfully
- upselling
- handle customers inquiries

KIMCHI RESTAURANT

Unit 19 Blk B SPG, 150 Regent Square, KG Kiulap BE1318, Negara Brunei

Darussalam Position: Cashier/Receptionist/Waitress

Inclusive Date: July 14, 2011-September 5,2013

Job Description:

- Perform all cashier duties efficiently
- Perform clerical, data entry and filing duties
- Attend to walk-in customers and general enquiries
- Handle customers' enquiries skillfully and politely
- Serving customers politely and joyfully
- Responsible for the cleanliness of the restaurant
- All around duties inside the restaurant

Green Trees Resort & Hotel

Bustos,Bulacan,Philippines

Position: Front Desk Cashier

Inclusive Date: May 2009-June 2011

Job Description:

- handling cash/doing credit card transactions
- greeting guests in a friendly manner
- building a good relationship with the guests and interact with them in a very nice way

EDUCATIONAL ATTAINMENT

2007-2009 Integrated College of Business and Technology
Poblacion, Baliuag, Bulacan
Computer Information Technology

2002-2006 Colegio de Sta. Monica de Angat
Poblacion, Angat, Bulacan

Secondary Education

1996-2002 Dr. Antonio C. Villarama Mem. School
Marungko, Angat, Bulacan

Primary Education(School Valedictorian)

PERSONAL DATA

Age: 34

Birth Date: June 25, 1989

Birth Place: Philippines

Citizenship: Filipino

Religion: Born Again Christian

Sex: Female

Civil Status: Single