

IRISH VELLE TEJONES MORFE



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Education

*Bachelor of Science in Business
Administration Major in
Marketing and Advertising
Management*

**De La Salle University -
Dasmariñas**
2011-2016

Expertise

Customer Service - Billing

Technical Support

Sales

Chat support

Skills

Good in Verbal and Written
Communication

Time management

Flexible and Fast Learner

Dedicated and Committed



May
2016
-
June
2017

Work Experience

IQOR DASMARIÑAS

Customer Service Representative

- Thoroughly explain customer's billing questions
- Set up payment arrangements
- **Tools** : CRM

July
2017
-
Oct
2017

FILINVEST Alabang

Sales associate

- Face to face interaction and we offer high end condominiums
- Explain assigned project in details

Oct
2017
-
June
2021

CONVERGYS/CONCENTRIX - Alabang

CustomerService / Techsupport/Sales / Chat& Email Support

- Responsible for helping the customer with their basic and complex billing concerns
- Troubleshoot customer's issue with their phone, cable and internet service
- Offer upgrade and promotions based on customers eligibility.
- **Tools** : Jarvis and TRG

Dec
2019
-
Feb
2020

51 Talk

Part time online teacher - Teach English Class
to Chinese student

ASURION TECHLOG CENTER PHILIPPINES

Technical Support and Sales

- Explain and answer customer's billing concern
- Troubleshooting customer's phone hardware and software issue
- Offer protection for customer's home devices
- Offer internet service for Fiber connection
- **Tools** : Twilio , TRG, MVD , ACSS, LogMeIn

Oct 2024
-
May 2025

Virtual assistant - US Storage Company

Client specialist

Tools: SSM, CSRscape

Recognitions

Concentrix

- Top Expert as Billing Expert for 6 consecutive months Year 2019
- Consistent top expert and has gain several recognition month over month

Asurion

- PEER ADVISOR - ASURION Supported and Guided New hires in terms of product knowledge and sales
- presentation, wherein each expert shows significant improvement and become the Top Team for Residency Class

