



JACKELYN ANGUB SONGAHID

Motivated, self-driven, and accomplished outside customer representative, with 2 years of experience and eager to learn new things. Strive for continued excellence and challenges. Provide exceptional contributions to customer service for all clients. Willing to be trained, and work long hours and/or shifts when necessary.



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change and enroute.

- Issue tickets to guests, provide price information and answers to inquiries.

WORK EXPERIENCE

◆ EAD Consultancy

Receptionist | Jan.2024 - May. 2024

- Greet clients, handling inquiries/complaints via phone
- Transferring calls and ensuring messages are passed to the appropriate personnel
- Booked appointments and managed meeting room availability.

◆ Profit Pantheon

Appointment Setter/Virtual Assistant | Oct.2022 - Jan. 2024

- Calling or reaching prospective clients, scheduling meetings and appointments, and following up.
- Managing emails, data entry, and making travel arrangements

◆ Teleperformance

CSR (Travel Account-Seasonal) | Apr-Oct. 2022

- Achieving established goals, greeting guests, book and rebook tickets and providing outstanding customer service.
- Assist schedule

IBEX Global Solutions CSR (Travel Account-Seasonal) | Oct 2021Feb.2022

- Achieving established goals, greeting and accommodating passengers through live chat and social media platforms and providing outstanding customer service.
- Assist schedule change and enroutes. - Issue tickets to passengers, collect payments and provide price information and answers to inquiries.

VXI Global Holdings

CSR/TSR (Technical Account) | Feb.2020Sep.2021

- Achieving established goals, greeting customers and providing outstanding customer service.
- Assist customers with their mobile billings.
- Troubleshoots with their mobile problems, pitch sales to customers and answers to inquiries.

◆ Data Encoder

Barangay VAWC/Part Time | May-August 2019

- Encode and prepares VAWC client's information

EDUCATIONAL BACKGROUND

- 2019-2022 - **Assumption College of Nabunturan**
Bachelor of Secondary Education - English
- 2017-2018 - **Assumption College of Nabunturan**
Senior High School - HUMMS
- 2013-2016 - **Mainit National High School**
Junior High School
- 2006-2012 - **Mainit Elementary School**
Grade School

EXPERTISE/SKILLS

- Customer Service
- Proficient in Google Workplace (Gmail, Google Calendar, and (Google Drive, Sheets, Docs, Sheet, slides, and Forms)
- Microsoft skills (Word, Powerpoint, Excel)
- Written and verbal communication skills
- Appointment setting (GoHighLevel, Notion, Instantly, Slack)
- Administrative skills
- Computer skills
- Problem solving and critical thinking skills
- Management skills

LANGUAGE:

- English
- Tagalog
- Bisaya