



Jacklyn Dela Pena

Customer Service Specialist and Lead Generation

Dedicated, Organized and results-oriented Customer Service / Lead Generation Specialist. Building positive relationships, and ensuring customer satisfaction. Seeking to contribute my skills and expertise in a dynamic customer-centric role.

CONTACT ME

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Binangonan Rizal
Philippines 1940

EDUCATION

Computer and Technology
Pamantasan Ng Montalban
2007 - 2009

Kasiglahan National High School
2003 - 2007

Eulogio Rodriguez Elementary School
1997 - 2003

SKILLS

- Effective Communication (Verbal and Written)
- Customer Service
- Empathy and Patience
- Technical Proficiency
- Multitasking
- Attention to Detail
- Reliability

WORK EXPERIENCE

Customer Service Specialist Jan 2023 - June 2023

Concentrix

- Updating Customer's Information and Menu.
- Process refund with proper investigation and procedure.
- Cater General Inquiries thru Email.

Technical Support Representative May 2017 - Sept 2017

Startek

- Create Tech Schedule for customer.
- Walk through the customer on basic troubleshooting steps.
- Process payment over the phone.
- Maintain accurate records of customer interactions and transactions.

Customer Support Specialist Sept 2014 - April 2015

Alorica

- Handle return and refund.
- Tracking customer's order.
- Call back for follow-up
- Taking call's and provide excellent customer service.
- Listen attentively to customer's concern and demonstrate empathy while maximizing tools to make the issue resolve quickly.

Sales Staff

Masagana Agency Jan 2011 - Dec 2013

- Upsell product
- Handle Inventory
- Assist Customers with professionalism.

TOOLS & CRM

- Microsoft Office Tools
- Zoom
- Apollo.io
- Slack
- Canva
- Google Sheet
- Skype
- Snov.io
- Chat GPT
- Whatsapp
- Viber
- Social Media app
- (Facebook, Instagram, LinkedIn, Tiktok and Twitter)