

KARMINA IAN AMORES

09567161436

[Karminaian.amores@yahoo.com](mailto:Karminaian.amores@yahoo.com)

Tandang Sora Quezon City

PHOTOGRAPHER

WEBSITES:

ABOKI (@ABOKI\_KOREA) • INSTAGRAM PHOTOS AND VIDEOS 오모우 (OMOU)

- Lightroom & Photoshop
- Skylum Luminar 4
- PhotoScape X

COMPANY: CONCENTRIX

DATES: JUNE 13 2013 – OCTOBER 13 2016

AMAZON

- Installing and configuring computer Hardware, software, systems, networks, printers and scanners.
- Troubleshooting network or connectivity for users
- Identifying the causes of networking problems, using diagnostics testing software and equipment
- Optimizing tools and procedures for managing the environment
- Consulting with customers to quickly determined the problems
- Performing repairs quickly correctly and ethically
- Disassembling systems and rebuilding new ones
- Proficiency with networking , VPN, IPv4, DNS,DHCP,VOIP and IP subnets
- Configured front end Cisco IP phones

- Troubleshooting front end Citrix environment over an enterprise environment
- Troubleshooting Iphone, Android, Tablets, TV, Cable, Modem / Router
- Troubleshooting websites and browsers
- Knowledge with MS word , excel
- Certified AMS – SAP

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Coach:

JUNE 14 2014 – OCTOBER 13 2016

- Providing leadership, guidance, and support to a team of customer service representatives, and delivering superior customer service to all members both internally and externally through example.
- Also providing regular feedback to a team to assist with development, growth and appropriate adherence to guidelines, regulations, policies, and procedures.
- Dealing with people in a manner which shows sensitivity, tact, and professionalism, internally and externally.
- Acting as an impartial advocate to ensure that all individuals receive fair and equitable treatment.
- Assisting with training and orientation activities as needed or directed.
- Providing information to employees on where and how information can be found.
- Assisting in training new associates, troubleshooting and problem resolution of issues.
- Assisting in creating and maintaining training completion records for all team members may assist and answer employee inquiries concerning policy or rule applications per department specifics.
- As needed, assisting with inbound calls to ensure appropriate response time to customers needs are met.

COMPANY: ALORICA

DATES: JUNE 10 2017 – SEPTEMBER 10 2018

## BARCLAY CREDIT CARD

- Arrange for debt repayments or establish repayments schedule Base on customer's financial situations.
- Locate and notify customers of delinquent accounts by email, Call and text.
- Advice customers of necessary actions and strategies for debt payment

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- Confer with customers by call or email to determine reasons for overdue

Payments and to review the terms and conditions of sales, service and credit.

- Check and monitor overdue accounts thru automated system
- Answer questions, clarifications, issues regarding their accounts
- Negotiate credit extensions
- Update or changes to account information's such us address, email, And purging the records of deceased customers.

COMPANY:

## TELEPERFORMANCE

DATES: OCTOBER 10 2018 – MARCH 24 2020

T-MOBILE

- ASKED END TO END QUESTIONS AND IDENTIFIED PRODUCTS THAT MATCHED

CUSTOMERS NEEDS

- SUSTAINED ONGOING CUSTOMER RELATIONSHIPS BY BUILDING RAPPORT AND

TRUST

- DELIVERING RESULTS BY MEETING MONTHLY SALES GOALS INCLUDING

HANDSETS, TABLET SERVICE DEVICES, DEVICE PROTECTION ACCESSORIES AND MORE

- TROUBLESHOOTING AND RESOLVING PROBLEMS RELATED TO DEVICES,

## ACCOUNT AND TOWER SERVICE

- MAINTAINED WEEKLY AND MONTHLY ONGOING TRAINING IN THE AREAS OF SALES, CUSTOMER SERVICE, NEW PRODUCTS, SERVICE, OPERATON AND POLICY
  - DISPLAYED EXEMPLARY CUSTOMER SERVICE DURING DIFFICULT INTERACTIONS
- BY EMPLOYING EMPATHY, POSITIVE ATTITUDE AND FOCUSING SOLUTIONS

SUB JECT MATTER EXPERT:

## TELEPERFORMANCE

MARCH 10 2019 – MARCH 24 2020

- Check on dashboards for OKRs, KPIs, and conversion. • Update dump sheets during the start of the shift • Handle monthly outliers focus group.
- Training of new team members.
- Share announcements to channel, and ensure announcement trackers are up to date
- Handle collab inquiries and partnership tags
- Handle ticket escalation
- Live Monitoring for calls and chats.
- Monitor and motivate team members.
- Handle inbound calls outside phone support team's shift

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- Weekly discussion with Customer Service Head and QA to improve KPIs, and conversion.
- Facilitate and implement weekly huddles together with QA
- With the other SME leads and QAs, consolidate common questions or challenges that the team members faced.
- Brainstorm monthly refresher training together with the Customer Service Head and QA.
- PROVIDE SUBJECT MATTER EXPERTISE TO ACQUISITION CONSULTING

PROJECTS, ENSURING EXCELLENCE IN TECHNICAL PERFORMANCE

AQUIRE BPO:

October 2023 – December 2023

AT&T

- Update customer information
- Upgrade of the phone
- Process payment
- Troubleshooting internet access

Company:

Acquire BPO

October 2023 – December 2023

Telco Account – AT&T

ASKED END TO END QUESTIONS AND IDENTIFIED PRODUCTS THAT MATCHED CUSTOMERS NEEDS

- SUSTAINED ONGOING CUSTOMER RELATIONSHIPS BY BUILDING RAPPORT AND TRUST
- DELIVERING RESULTS BY MEETING MONTHLY SALES GOALS INCLUDING HANDSETS, TABLET SERVICE DEVICES, DEVICE PROTECTION ACCESSORIES AND MORE
- TROUBLESHOOTING AND RESOLVING PROBLEMS RELATED TO DEVICES, ACCOUNT AND TOWER SERVICE
- MAINTAINED WEEKLY AND MONTHLY ONGOING TRAINING IN THE AREAS OF

SALES, CUSTOMER SERVICE, NEW PRODUCTS, SERVICE, OPERATON AND POLICY

• DISPLAYED EXEMPLARY CUSTOMER SERVICE DURING DIFFICULT INTERACTIONS

BY EMPLOYING EMPATHY, POSITIVE ATTITUDE AND FOCUSING SOLUTIONS

Virtual Assistant:

April 2024 – June 2024

HonorQuest

Data Entry

Searching for ugly properties

Forward to Client for checking

EDUCATION :

STI College

JUNE 2009 – MAY 2011

MULTIMEDIA ARTS

STI COLLEGE