

# Keicy Sangalang

Cavite, Philippines

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## EMPLOYMENT HISTORY

### Customer Experience Analyst, Telus International Philippines

Nov 2023 - Present

- Experienced Customer Experience Analyst with a strong background in auditing and improving customer service processes.
- Adept at providing constructive feedback, conducting training, and ensuring adherence to best practices.
- Regularly participates in internal, external, and global calibration sessions.
- Presents detailed reports to clients.
- Committed to ongoing program mastery through regular immersion.
- Proficient in data scrubbing for DSATs to enhance overall service quality.

### Customer Support Representative (Pixel Ecosystem Products)

May 2023 - Nov 2023

- Respond to customer inquiries and provide support via chat in a timely and professional manner.
- Resolve customer issues, complaints, and questions to ensure a positive customer experience.
- Maintain a deep understanding of the company's products and services to provide accurate information.

### Virtual Assistant, Lotus Tickets International

Jan 2022 - Apr 2023

- Prepared and managed reports, presentations, and other documents, ensuring accuracy and timeliness.
- Developed and implemented a filing system for all documents that streamlined data storage and retrieval in Click Up.
- Create a comprehensive system to track concert, theater, and sports tickets, providing real-time alerts when stock levels fall below 20%.

### ESL Teacher, BCM Manila

Jan 2021 - Dec 2021

- Creating a positive and supportive learning environment.
- Conducting practice exercises to reinforce learning by having conversation via phone call.
- Providing positive reinforcement and constructive feedback.

### ESL Teacher, Enoz Philippines Inc

Nov 2017 - May 2019

- Create lesson plans that directly address the student's individual needs and learning style.
- Prepare detailed monthly evaluations that summarize the student's achievements, areas for improvement, and recommendations for future learning.
- Utilize interactive teaching techniques, such as real-time questioning, role-playing, and group activities, to engage the student during video classes.

### Admin Staff, PhilScan Travel and Tours

May 2017 - Nov 2017

- Organizing and maintaining the office space, including filing, supplies, and equipment.
- Handling incoming and outgoing calls, emails, and correspondence.
- Inputting data into various systems and databases.

### Human Resource Staff | Intern, Hiblow Philippines Inc.

Oct 2016 - Mar 2017

- Organizing and maintaining the office space, including filing, supplies, and equipment.
  - Handling incoming and outgoing calls, emails, and correspondence.
  - Inputting data into various systems and databases.
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## EDUCATIONAL BACKGROUND

### Bachelor of Science in Business Administration

CITY COLLEGE OF TAGAYTAY

### Teaching English to Speakers of Other Language

CONCORDIA INTERNATIONAL COLLEGE