



## Kimberly Del Rosario

*Knowledgeable in Supervising & Customer Service with 5 years' experience as Chat Support.*

*Well trained when it comes to best customer service, handling accounts issues based by the book, technical support and retention.*

*Been all around support to teams whenever staffing requires and can be pulled to different line of business whenever needed manpower.*

*Presently seeking a long term environment where I can apply my trainings & experience in the field.*

### CONTACT

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### PERSONAL DATA

Age: 29yo  
Birthday: November 2, 1993  
Gender: Female  
Height/Weight: 5'5/68kg

### EDUCATION

2015 - 2017  
**La Verdad Christian College -Caloocan**  
Bachelor of Arts  
In Communication

## SKILLS

- *Strong written and verbal communication skills.*
- *Knowledgeable in Microsoft Office.*
- *Flexible in all working hours.*
- *Capable to handle tasks without supervision*
- *Always open & eager for new learning.*
- *Developed problem-solving skills.*
- *Capable to supervise 7-15 agents & handling staffing at the same time.*

## EXPERIENCE

*April 2017 - April 2023*

### **Teleperformance Philippines**

#### **Flex Supervisor June to October**

- *Handles staffing for Opening Team.*
- *POC/Support by demand RW/VL Sups.*
  - *Covers 15 agents.*

#### **Customer Service Representative EChat Sept 2017 to present**

- *Trained Customer Service – CARE*
  - *Aiding customer needs when it comes to service, account related issues.*
- *Trained Customer Service – Retention*
  - *Aiding customers when it comes to porting put concerns and keeping them active in business.*
- *Trained Customer Service - Tech Support.*
  - *Customer realted issues that require intervension of technical support.*

*March 2013 - April 2014*

### **Mang Inasal -Agora Philippines**

- *Counter Crew*
- *Dining Crew*

  
Kimberly Del Rosario  
Applicant