

KRISTAH PAULINE BAGTAS

CUSTOMER SERVICE SPECIALIST

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 Imus City, Cavite

PROFILE

A customer service specialist with over 2 years of professional work experience on Customer Care across different Line of Businesses. Learning from E Commerce to Telecommunications.

SKILLS

- Customer Relationship
- Problem Solving
- Graphic arts
- Technical Support
- Billing
- Multi-Tasking
- Microsoft Office Suites
- Order Tracking
- Simple troubleshooting
- Call Handling
- Customer Support
- Fast Learner

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Alorica

March 2018 to July of 2018 (5 Months)

- Did Customer handling for a retail account
- Order tracking for said account
- Maintained good customer to company relationship every call
- Answering customer queries and escalated customer's issues with the proper management for it to be taken care of.

CUSTOMER SERVICE REPRESENTATIVE

Concentrix

September 2020 to January 2021 (5 Months)

- Did customer call handling
- Scope of responsibilities varies per call, either (Problem solving, billing, troubleshooting, and soft sales)

CUSTOMER SERVICE SPECIALIST

The Greenhouse Inc

October 2022 to March 2024 (1 Year and 6 Months)

- Maintained a 4.9 Rating on CSAT, while handling E-mail, Chat, E-commerce platforms inquiries (e.i Lazada, Tiktok, Shopee) and social media inquiries for all company accounts.
- Maintained a within During Business Hours First response rate of less than 30minutes.
- Did admin, tracking and order placement for customers.
- Issued refunds and replacements for customers in a timely manner.

EDUCATION

MIPSS

HIGH SCHOOL

2012-2016

PERPETUAL HELP SYSTEM DALTA

SENIOR HIGH SCHOOL STEM

2016-2018

AMA COMPUTER COLLEGE

SENIOR HIGH SCHOOL STEM

2019-2020