

KRISTINE MARGARET R LLAMAS

CUSTOMER SUPPORT SPECIALIST

As someone who can identify the need of customers for effective solutions, I'm committed to high-quality service that ensures a positive experience.

PROFESSIONAL EXPERIENCE

PEAK SUPPORT PH

July 17, 2023 - January 22, 2024

- Phone CSR for Project Roadside

August 5, 2021 - June 30, 2023

CSR Associate

- Email support for Project Cashback

EXPERTISE.COM

August 17, 2020 - August 7, 2021

Mystery Shopper

- Responsible for determining the quality of customer service of our providers, while disguising as ordinary customers.
- Calling leads using RDNA based on score listing in Salesforce.

DATAFOX (ORACLE)

August 13, 2019 - June 7, 2020

Data Integrity Level 2 Auditor

- Responsible for analyzing and building company data

ALIGNED REAL ESTATE GROUP

Acquisitions Specialist/Virtual assistant

(Project based)

SITEL PHILIPPINES

CSR for Velocity (Virgin Australia's frequent flyer program)

Back office, Email and Phone Support

March 9, 2016 - May 30, 2019

- Use of Crane Queue manager in managing email queues and addressing membership related inquiries received through email.
- Verifying flights and points earned using web based Sabre for Virgin Australia.

CSR for Groupon US

Chat and Email Support

September 25, 2014- March 3, 2016

CSR for Travelocity Business (Corporate travel)

Back office, Email and Phone support

January 25, 2010 - September 2014

Travel Consultant for Corporate Travel

- Email assistance for corporate travelers using Oracle RNT
- Assistance for flight/seat upgrades and invoice inquiries using *Virtually There
- Air, car, and hotel reservations through web based Sabre for tBiz travel.

PROFESSIONAL EXPERIENCE

APAC CUSTOMER SERVICES

July 25, 2009 – January 20, 2010

Inbound Sales support for Affinion Travel Group

- Inbound sales

ACTIVE GLOBAL SOURCING INC.

March 30, 2009 – July 15, 2009

In-house Sales Consultant

- Provided clients with consultancy, service and sales of interior and building materials, including preparation of quotation and estimates.

CLIENTLOGIC-SITEL PHILIPPINES

May 5, 2006 – July 13, 2008

CSR for Affinion Travel Group

- Travel arrangements for Air, car, and hotel reservations.

Other Skills & expertise

Customer Support Services

- Email support
- Phone support and Live Chat Support
- C1 level English CEFR
- Inbound Inquiry and complaint management
- Customer Feedback Documentation
- Customer satisfaction and email etiquette
- Proficient in Salesforce Service Cloud, Zendesk, Slack, Microsoft Office Suite and Teams, Google workspace, Oracle RNT (now B2C)
- Basic Data Entry and updating Customer info

EDUCATION

Bachelor of Science

Major in Interior Design

University of Santo Tomas

Secondary Education

St. Michael Academy

Primary Education

Assumption Anitpolo



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