

# LESLIE ANNE CLARITO

## CUSTOMER SERVICE RESPRESENTATIVE

## OBJECTIVE

To secure a role in a reputable company that will allow me to use my experience, education, and skills to improve customer satisfaction and meet business objectives.

## SKILLS & ABILITIES

Effective communication skills.

Knowledge Retention and Recall.

Customer Service Skills.

Organizational Skills.

Ability to handle pressure.

Speed and Efficiency.

Creative Problem Solving.

Emotional Stability.

Empathy.

Team Player

## VITALS

Brgy. Mocol

Leon. Iloilo 5026

Mobile Number: 09162388818

Email Address:

Leslieanneclarito@gmail.com

# EXPERIENCE

**TRANSCOM PASIG**

TECHNICAL SUPPORT REPRESENTATIVE

SEPTEMBER 28, 2016 – MARCH 25, 20177

Responsibilities:

Act as the first point of contact for customers who face technical issues with IT-related product.

Diagnose tech issues and walk customers through the steps needed to fix various problems.

Assist with product installation

Escalate to upper management once they’ve exhausted all resolutions

Upselling opportunities

**WNS ILOILO**

TRAVEL AGENT

JANUARY 11, 2021 – MAY 2, 2022

Book transportation , make hotel and airline reservations and collect payments.

Deal with occurring transportation problems, complaints or refunds. Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportation, travel dates, cost and accommodation

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| LESLIE ANNE CLARITO |  |
| POSITION TITLE | **TELETECH**  SUPPORT FUNDAMENTALS  APRIL 21, 2022- DECEMBER 13, 2022 |

Responsible for answering and resolving advanced product technical-support questions received from customers.

Respond to technical and nontechnical inquiries from customers for the purpose of providing information, resolving issues and/or providing direction as may be required.

Use information from customers to diagnose tech issues and walk customers through the steps needed to fix various problems.

# EDUCATION

**UNIVERSITY OF SAN AGUSTIN**

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

General Luna St. Iloilo City

4th year Undergraduate

# REFERENCES

Maricar Paragados

Phone Number: 09279149358

Travel Agent

Queen Anne Carpio

Phone Number: 09951836038

Support Fundamental