

LYZLYH ABIÑON

CUSTOMER SERVICE ASSOCIATE



09993484723



lyzlyhelaine.abinon@gmail.com



Del Pilar Extension, Green Village, San Antonio, Davao City
8000

PROFESSIONAL SUMMARY

I have been in the BPO industry for more than 6 years now, I've handled different accounts and was trained to use different systems to assist our valued customers through different channels such as via call, chat, or email. I have vast experience in which I gained a lot of things that made me very competitive, adaptable, and detail-oriented. I follow steps to the T but am not afraid to try new methods to solve an issue.

ACADEMIC BACKGROUND

**UNIVERSITY OF
SOUTHEASTERN PHILIPPINES**

2015-2017

UNDERGRADUATE

BACHELOR OF SCIENCE IN
BIOLOGY

CAREER HISTORY

**CUSTOMER SERVICE
ASSOCIATE**

March 2023- May 2024

VXI GLOBAL HOLDINGS

Help customers with their queries about business formation, estate planning and intellectual property order issues, due reports to stay compliant with state and federal government agencies. e.g Annual Reports or Tax Reports due and fees they need to pay and where they can pay them etc.

CUSTOMER SERVICE ASSOCIATE

February 2022 – 2023

AWESOME CX

Appointment booking via call and email as well as technical support working directly with clients on a daily basis

**CUSTOMER SERVICE
ASSOCIATE**

March - July 2021

VXI GLOBAL HOLDINGS

Customer service staff tasks such as billing, sales and technical support.

**MARKETRESEARCH
INTERVIEWER**

September 2017 – February 2019

August 2019-March 2021

Outbound survey calls covering different topics, mostly on politics

**CUSTOMER SERVICE
ASSOCIATE**

February-July 2019
October 2021 – January 2022

IBEX GLOBAL

Customer service staff work such as being a billing expert, sales, and as technical support representative

**TEMPORARY QUALITY ASSURANCE
SUPERVISOR**

September – November 2020

Real-time call monitoring/feedback/coaching.

PROGRAM EXPERTISE

- CATI
- CRM
- SALESFORCE
- MICROSOFT OFFICE

CHARACTER REFERENCE

CARLA BANDAYANON

Team Leader

Awesome CX

09171039658