

Melisse Rae R. Espinosa

Quezon City, Philippines | 09275333798 | melisseraeespinosa@gmail.com

EDUCATION

Centro Escolar University

BSBA - Management Accounting

Manila, Philippines

Graduation Date: Dec 2019

WORK EXPERIENCE

FIS Global Solutions

Customer Service Representative

Makati, Philippines

Jul 2022 - Feb 2023

- Responded to customer inquiries promptly and effectively, resulting in a 98% customer satisfaction rating based on surveys.
- Implemented new training procedures for the customer service team, resulting in a 30% decrease in order errors and a 20% increase in productivity.
- Managed high-volume calls, providing accurate and valid information to over 100 customers daily while keeping an average call resolution time of under two minutes.
- Built trust with customers by providing accurate and valid information on product features, pricing, and delivery timelines resulting in repeat business from over 50% of customers.
- Actively maintained regular communication with the team, ensuring seamless operations and increased collaboration opportunities.
- Handled irate customers with professional attitude, resolving complaints and improving customer satisfaction by 20% through active listening, empathy, and problem-solving.

Sabon Station

Customer Service Representative

Quezon City, Philippines

Sep 2019 - Dec 2022

- Processed an average of 50 orders per day with 100% accuracy while maintaining a friendly and helpful demeanor towards customers.
- Provided administrative support by preparing daily, weekly, and monthly sales reports that contributed to the team's success in meeting monthly revenue goals with an increase of 15%.
- Developed and executed a proactive customer engagement plan, resulting in a 20% increase in customer satisfaction scores.
- Provided accurate and valid information to customers through various channels, including phone, email, and chat, resulting in a 75% reduction in errors.
- Kept up-to-date with the latest industry trends and product knowledge by proactive research.
- Entered customer data points daily with an accuracy rate of 98%, ensuring accurate documentation for billing, order processing, and inventory management.

Lemonized Lemon Juice

Customer Service Representative

Quezon City, Philippines

Oct 2017 - Dec 2018

- Greeted customers with enthusiasm and professionalism, building trust and rapport with 90% of clients within the first interaction.
- Managed high volumes of customer inquiries with precision, resulting in a 25% reduction in call wait times and a 15% increase in overall satisfaction ratings.

- Provided comprehensive administrative support to team by creating detailed reports and coordinating with cross-functional departments, streamlining communication channels for optimal efficiency.
- Managed online and offline communication channels to resolve customer inquiries promptly while maintaining a professional demeanor, reducing response time by an average of 30%.
- Accurately processed payment transactions and delivered bills to customers providing timely and efficient customer service.
- Managed the preparation of weekly reports for upper management by consolidating data from multiple departments, analyzing key metrics, and identifying trends to improve business processes.

SKILLS

Data Analysis

Database Management

Language Proficiency (English)

Data Entry & Documentation

Communication Tools (Social Media, Email)

Budgeting and Cost Analysis

Improving Customer Experience

Financial Reports

Process Improvement

Complaint Resolution

Resilient and Adaptable

Team Player

Administrative Support

Software Expertise (Microsoft Office, Google, Canva)

Booking Management