

Nicole Rustria

Education

2010-2016

● MORNING BREEZE ELEM. SCHOOL

2016-2020

● BAGONG BARRIO NATIONAL HIGH SCHOOL

2020-2022

● ELECTRON COLLEGE OF TECHNICAL EDUCATION

(SENIOR HIGH SCHOOL)

2022 - 2023

● COLLEGE OF SAINT AMATIEL MALABON

(COLLEGE UNDERGRAD 1ST YEAR)

Experience

JANUARY 13, 2023 - JUNE 13, 2023

SERVICE CREW

Jollibee Isetann Recto

- Certified Cashier (5 mos.): Customer-focused with strong communication and problem-solving skills.
- 5-month Certified Cashier: Proven ability to ensure customer satisfaction through effective communication and issue resolution.
- Customer-Oriented Certified Cashier (5 mos.): Excels in communication, active listening, and problem-solving.
- Certified Cashier (5 mos.) adept at clear communication, active listening, and patient problem resolution for customer satisfaction.
- Dedicated Certified Cashier (5 mos.) with a positive attitude, skilled in handling complaints and ensuring customer needs are met.

AUGUST 22, 2023 - August 09, 2024

CUSTOMER EXPERIENCE REPRESENTATIVE

Alorica By The Bay

- Experienced in handling both inbound and outbound calls to enhance member convenience.
- Recognized as a top-performing advocate for multiple consecutive months.
- Extensive experience handling Medical Insurance for US-based healthcare accounts (no experience with MHN).
- Highly familiar with managing medical claims, billings, copays/deductibles/coinsurance, prior authorizations, appeals/grievances, prescription/DME authorizations, eligibility, and benefits.
- Complies with US HIPAA guidelines.

August 11, 2024 - January 16, 2025

TEAM MANAGER / SUPERVISOR

- Promoted to Team Manager after 11 months: Quickly advanced to a leadership role, indicating strong initial performance and potential.
- Led a top-performing team as a new manager: Successfully guided a team to high achievement shortly after being promoted, demonstrating effective leadership skills.
- Consistently delivers results ahead of schedule: Regularly completes tasks and projects efficiently and punctually.
- Recognizes team achievements to foster motivation: Actively acknowledges and celebrates team successes to encourage engagement and high performance.
- Promotes work-life balance for team well-being: Creates a supportive and sustainable work environment that values employees' personal lives.

February 24, 2025 - Present

CUSTOMER EXPERIENCE AGENT

Full Potential Solutions

- Multi-Channel Support: Proficient in handling customer inquiries and resolving issues via chat and email.
- Multitasking Proficiency: Ability to manage a high volume of concurrent chats and emails (3+ simultaneously).
- Sales Acumen: Knowledgeable in upselling and cross-selling strategies to maximize revenue.
- Outbound Communication: Experienced in making outbound calls for escalations and sales follow-ups.
- Customer Issue Resolution: Proven ability to effectively address and resolve customer concerns.
- Product Knowledge: Strong understanding of lawn and gardening products and services.
- Communication Skills: Excellent written communication skills for clear and concise online interactions.
- Efficiency & Speed: Ability to provide timely and effective support in a fast-paced environment.



About Me

A highly motivated and results-oriented professional with a solid background in customer service, consistently exceeding expectations in providing exceptional support and building strong customer relationships. Proven ability to effectively communicate, resolve issues, and ensure customer satisfaction in diverse environments. Adaptable and dedicated to delivering positive experiences and contributing to team success.



Contact



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Skills

- Excellent verbal/written communication; adept at problem-solving and conflict resolution.
- Skilled in de-escalation and proficient with Oracle CRM.
- Basic computer troubleshooting, comfortable with data entry and information management.
- Quick learner with new software/technologies; proficient in email communication.
- Strong communication (written/verbal), problem-solving, and de-escalation abilities; Oracle CRM familiarity.
- Efficient in data entry and information management; basic computer troubleshooting; quick to learn new software.
- Proficient in professional email communication; adept at problem-solving and de-escalation.



Language

- English
- Filipino