

NORMITA FRANCISCO

CUSTOMER SERVICE | VA

CONTACT

+639666892101
Cavite, Philippines
timfrans726@gmail.com

EDUCATION

Bulacan Polytechnic College
2012-2014

PROFILE

Highly skilled and experienced customer service professional with a proven track record of delivering exceptional service and support to clients. Excellent communicator with a strong focus on building and maintaining positive relationships with customers. Adept at multi tasking, problem solving and collaborating. Looking to leverage my expertise in dynamic and fast faced environment.

EXPERIENCES

Crew Accommodations Agent | TA Connections June 2023 - April 2024

- Communicated effectively with crew members, airline personnel and accommodation providers to address any concerns or requests promptly and efficiently

Sourcing Specialist | CLC Lodging June 2021 - June 2023

- Drafted and negotiated contracts with vendors, ensuring compliance with company policies and regulations

Customer Support Specialist | T-Mobile April 2021 - June 2021

- Resolved customer telco inquiries and issues effectively, ensuring high levels of customer satisfaction

Customer Service Representative | Walmart October 2020 - January 2021

- Provided exceptional customer service to customers by assisting with product inquiries, resolving complaints and processing returns or exchange

Customer & Tech Support | SiriusXM July 2019 - November 2019

- Demonstrated strong problem-solving skills to resolve billing issues and technical difficulties for subscribers

Bank Teller | Western Union October 2015 - March 2019

- Promoted customer satisfaction by delivering personalized and attentive service to meet their financial needs