

POLLYANNA EDUARDO



EMAIL ADDRESS

pollyannaeduardo0@gmail.com

ADDRESS

7394 Santillan St, Makati City

PHONE NUMBER

+639264170756

SOCIAL MEDIA

Telegram: @yanna_1998

Skype ID: live:.cid.9805fe5cb8235cef

CALL CENTER

RELEVANT EXPERIENCES

• SALES REPRESENTATIVE 2020-2021 (WORK FROM HOME)

APPROVE NINJA CALL CENTER

I have 1 year of experience as a Sales Representative, consistently exceeding sales targets and increasing team revenue by 20% within six months. My success comes from strong communication skills, tailored solutions, and effective relationship management with clients, ensuring high retention and upselling opportunities.

• CUSTOMER SUCCESS AGENT 2021-2023 (WORK FROM HOME)

APPROVE NINJA CALL CENTER

With two years in Customer Success, I've consistently maintained a strong relationship with over 50 clients, leading to a 20% increase in customer satisfaction scores. Achieved a successful customer retention rate by implementing a personalized onboarding process for new clients.

• CUSTOMER SUCCESS TEAM LEADER 2023-2024 (WORK FROM HOME)

APPROVE NINJA CALL CENTER

I got promoted and my Role was I've implemented a comprehensive training program that equips new team members with the necessary skills to excel. I also conduct regular one-on-one coaching sessions to ensure continuous development and alignment with company goals. As a result, our team's customer satisfaction scores increased by 98% over the past year.

SKILLS RATING

Management



Problem-Solving



Marketing



Adaptability



Leadership



CRM



Google Sheets



HIRE

ME!

HIGHLIGHTS

- Handled an average of 50+ calls per day, effectively communicating with customers to resolve issues and provide support.
- Quickly resolved complex customer issues, reducing average call handling time by 20%.
- Adapted to new systems and procedures, contributing to a 15% increase in team efficiency.
- I'm proficient with tools such as Google Sheets for data organization, CRM systems for managing client relationships, and collaboration platforms like Asana, Mattermost, and Slack for effective team communication and project management.

LANGUAGES

- Tagalog
- English