

# Princess Tubania

09198712167 | prialctub97@gmail.com | Bldg P, Urban Deca Homes, Ortigas Extension Pasig City, Philippines

## EXPERIENCES

### Billing Expert

December 2022 - August 2023

Probecx - (former Stellar), Quezon City

- Handle inbound/outbound calls and chats from AU for electricity and gas account.
- Process and keep track of incoming payments in compliance with financial procedures and policies.
- Perform daily financial transactions which include classifying, computing, posting, verifying, and updating account info's.
- Prepare and send out invoices and bills, process refunds, resolve issues about invoice discrepancies.
- Compare billing accounts in order to ensure that all payments are properly posted and accounted for.
- Send bill reminders to clients regarding outstanding accounts.
- Scheduling appointments for account updates, including resetting or changing passwords, unblocking blocked accounts, and the installation or termination of electricity or gas contracts in requested premises.
- Offer a wide range of discounts and rates on different plans for electricity and gas, payment extensions or payment plans.
- Offer credits as a one-time courtesy, government grants, and rebates that they can apply for in cases of financial hardship.
- Managed complaints with calm, clear communication and problem-solving.

### Travel Advisor - I

January 2021 - June 2022

Concentrix, Quezon City

- Handle inbound - outbound domestic and international calls/chat for United Airlines.
- Book flights, secure competitive rates, confirm reservations accurately tailored to customers preference.
- Inform customers about travel requirements and other documents required for specific travel destinations.
- Resolve ticket issues and complaints efficiently, minimizing inconvenience and maintaining client trust with professionalism, offering prompt solutions to maintain high service standards.
- Process payments via credit and debit cards and handled all sensitive information with professionalism and discretion.
- Maintain detailed records of client interactions, bookings, and feedback to identify areas for improvement to enhance service quality and client satisfaction.
- Ensure high-level customer service by going above and beyond to achieve client needs and resolve issues.
- Kept customers updated on travel changes, including flight cancellations, pricing changes and other important updates.
- Provide emergency travel assistance, including rebooking flights and accommodations, in response to unforeseen events.
- Utilized travel booking systems and software proficiently, ensuring accuracy in all transactional processes.

## EXPERIENCES

### Travel Account Specialist

March 2018 - December 2020

WNS Global Services, Quezon City

- Handle inbound - outbound domestic and international calls/chat for United Airlines.
- Provide expert advice on destinations, create personalized itineraries, and ensure a seamless travel experience.
- Help customers select perfect holiday based on needs, budget and specifications.
- Communicate with customers in a professional manner and demonstrate empathy while providing solutions for specific requests as per process guidelines.
- Use a high level of patience to create a welcoming environment and win customers' trust.
- Conduct thorough research to stay updated on travel advisories, health and guidelines, and restrictions.
- Process payments, manage any modifications on existing reservations.
- Educate customers on company websites and provide ticket services.
- Resolve ticket-related issues, address complaints, and process refunds.
- Send emails, feedback, maintain client information, and financial records.

## Education

### Bachelor of Science in Business Administration - Marketing Management

June 2013 -  
March 2017

Catanduanes State University - (CSU), Virac, Catanduanes

- Member of the Association of Future Business Administrators, AFBA  
-Catanduanes State University
- Student Assistant at CSU Office of the Vice-President, OVP-REPA  
-Catanduanes State University
- 3rd place in 7th Annual Conference of Advertising, Marketing and Business Administration Students of the Philippines  
-Ateneo de Manila University, ADMU
- Student Intern at National Telecommunications Commission, NTC  
-Customer Welfare and Protection Division, CWPD

## Skills

, Customer relationship management , Travel documentation advice , Payment processing / collection , Complaint resolution , Billing compliance , Client feedback analysis , Client communication strategies , Problem resolution techniques , Professional client support , Decision-Making confidence , Attention to Detail , Administrative skills , Precision under pressure , Results oriented approach , Data Entry , Typing speed and accuracy , Confidentiality awareness , Performance optimisation , Professional discretion , Organizational proficiency , Negotiation finesse