

**RISAKO NEBRIA SUZUKI**

+639557931816

[Sarikosang04@gmail.com](mailto:Sarikosang04@gmail.com)

1031 Chieftain St. Palar Village, Barangay Pinagsama Taguig

**OBJECTIVES**

- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort
- Always provide excellent service to my clients and deliver results in a timely manner
- To secure a position as a Phone Support Officer, where I can utilize my eight years of experience in inbound calls and team leadership skills to provide exceptional customer service and contribute to the growth and success of the company. With my strong communication skills, problem-solving abilities, and attention to detail, I am confident that I can provide the highest level of support to customers while delivering positive outcomes for the company.

**PERSONAL INFORMATION**

Age: 32 years old

Birthdate: April 04, 1991

Civil Status: Single

**WORK EXPERIENCE**

MAY 31,2021-March 31,2023 - HelloConnect BGC, Taguig

- Team Leader- UK Consumer Account (Delivery)
- Develop and coach team member to be fully equipped with the account process and be efficient with their role
- Email and call customers (Escalated issues, set and amend orders and attend to serious customer complaints)

JUNE 2020- JANUARY 2021 – CSS CORP (BGC, TAGUIG)

- Team Leader – (Telco Account)
- Develop and coach team member to be fully equipped with the account process and be efficient with their role
- Assist with basic service troubleshooting
- Taking inbound calls (normal and escalation)

JUNE 2013- OCTOBER 2019 - TELEPERFORMANCE, SM FAIRVIEW

October 2015 - July 2016 (Subject Matter Expert / Telco Account )

- Resolve issues related to TV, internet and phone service.
- Providing team assistance of product knowledge and floor walk assistance for real-time agent queries
- Taking inbound calls as part of phone time support on a daily basis

JULY 2016 - OCTOBER 2019 (Operations Escalation Supervisor/ Team Leader )

- Maintain and monitor team performance and help employees enhance their skills.

- Responsible for defining key performance indicators (KPIs) / establishing targets within the processes and reviewing performance at agreed intervals.
- Identify all issues in the team and provide continuous support to all members according to operating standards.

#### **EDUCATIONAL BACKGROUND**

Vocational Course: Nursing Aide and Caregiving Course 2013 - St. Augustine School of Nursing

#### **CHARACTER REFERENCE**

Morena Pili - Supervisor (Teleperformance )

09176349782

Ervin June Fuentes- Supervisor (HelloConnect)

09556184814