



# Roane Pearl Calubayan

Villahermosa, Daraga, Albay (Philippines)

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## QUALIFICATIONS

- Substantial experience and outstanding skills in customer service.
- I am used to working in fast-paced environments and have the ability to think quickly, work independently, and manage my time effectively.
- Outstanding interpersonal skills and the ability to work well with others in both supervisory and support staff roles.

## SKILLS

### Customer Service:

- Aiding in business development
- Issue resolution
- Maintaining and updating customer records
- Handling customer complaints
- Upselling and cross-selling

### Calendaring/Scheduling:

- Booking and rebooking
- Use of necessary calendar and collaboration apps

### Administrative Support:

- Business correspondence and team collaboration
- Assisting with travel arrangements
- Creating presentation and spreadsheets
- Online research

### Communication:

- Deals with customers at all levels via telephone, email, and chat.

## EXPERIENCE

### **Australia and New Zealand Banking Group (ANZ), Eastwood, Quezon City - Banker**

JUNE 2019 - DECEMBER 2022

- I am in charge of receiving inbound calls to provide customers with assistance related to their credit and debit card accounts.
- Resolve issues and inquiries regarding bill, bill disputes, fraud concerns, and travel notifications.
- Do an outbound call and communicate with clients through email if necessary.
- Sales: Call potential customers who visited the website.

### **Hinduja Global Services, (HGS), Quezon City - Customer Care Professional**

AUGUST 2017 - AUGUST 2018

- Answer incoming calls from AMerican Express credit card holders.
- In charge of helping clients with account issues and questions about their bills, including bill disputes.
- Upselling (sales): Offer upgrades, new cards and supplementary cards for additional card holders.

### **SPI Global CRM - Customer Service Representative**

AUGUST 2008 - JUNE 2012

- I am in charge of providing technical assistance to Smart prepaid, Postpaid and Broadband users. .
- Answer inquiries regarding transaction history, bills and disputes.

## EDUCATION

### **Bicol University College of Industrial Technology, Legazpi City, Albay - Bachelor of Science in Food Technology**

JUNE 2004 - MARCH 2008

## CHARACTER REFERENCES

Upon request.