



ROSALINDA TRAQUEÑA

Virtual Assistant, Customer Service

ABOUT ME

Energetic and optimistic customer service representative with over 3 years of professional experience assisting customers in solving complex issues. Given Certificate of Recognitions three times through proven customer support skills and helped maintain the First Contact Resolution with positive customer reviews during my employment.

WORK EXPERIENCE

- Dec 2021- Present
 Concentrix | Uptown Bonifacio, 36th St, Taguig, 1634 Metro Manila
Customer Service Representative
 Chat support and Email support
 - Taking chats to assist users of the product.
 - Providing basic troubleshooting to users.
 - Transferring users to the correct department.
- Feb 2021 - Dec 2021
 CSS Corporation | Bonifacio Technology Center, Taguig
Customer Service Representative
 Taking inbound calls and email support
 - Taking inbound calls for about 40+ a day.
 - Answering 20+ emails a day while on call or avail.
 - Assisting customers regarding their charges, membership, account, and question page.
- March 2019 - August 2020
 Alorica Teleservices Inc. | Alorica Fort, Taguig
Customer Service Representative
 - Handle 50+ customer queries or concern per shift via e-mail, solving customers concern in a personalized, friendly, and polite manner to ensure customers satisfaction.
 - Doing outbound calls for the user's with issues on their order.
 - Familiarized all of the company products and services to be able to answer customers concerns quickly, easily, and accurately.
 - Taking phone calls to assist the customers regarding their query or concern.
- July 2018 - Nov 2018
 SM City Cabanatuan | Cabanatuan City
Sales Clerk
 - Met and exceeds sales targets for three consecutive months.
 - Satisfies customers with great customer service and creating a rapport to make them a loyal customers.

+6391-7652-0308

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198 Tangili St. ISG Central
Pinagsama Taguig City 1630

EDUCATION

TESDA | Call Center Training
Palayan City Institute of Technology
Dec. 02, 2018 January 10, 2019

ICT - Animation
Fort Magsaysay National High School
S.Y. 2017-2018

EXPERTISE

- Admin task
- Customer Service
- Email Management | Email support
- Inbound calls
- Outbound calls
- Virtual Assistant

LANGUAGE

- English
- Tagalog

REFERENCES

Jenski Jerlin Manabat
Sales Clerk at SM Mega Cabanatuan
Phone: +639-30395-5595

Judith Leomo Baybayan
Senior High School Math Teacher and Adviser
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