

SAMANTHA FAYE LANSANGAN



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Santa Rita, Pampanga, Philippines

ABOUT ME

Been in retail industry for a year key role is Tracking orders, processing refunds and replacement of the damaged, broken or missing item. Helping customer with their orders by providing product information policy knowledge. provided by the company policy. Customer support in a US based insurance company, assisting customer in their insurance policy, Technical coordination helping them to find available technicians for their appliance repairs, also in billing informing customer about their current bill and ensuring continued service

EXPERIENCE

- **OCT 27 2023- JAN 19 2025** **CONCENTRIX**
CLARK - PAMPANGA
 - Customer Service Representative
 - CSR under retail Account also has knowledge
- **MAY 6 2023-OCT14 2023** **IQOR PH.**
CLARK - PAMPANGA
 - Collections Representative
 - CSR in home appliances in a US base company
 - Collection agent under the same account verifying and also informing customer on their billing status
- **APRIL 19 2019 - APRIL 30 2020** **STARTECK**
ANGELES - PAMPANGA
 - Customer Service RepresentativeResponsible for providing entry-level technical support service to our small and medium business customers by promptly answering inquiries, providing accurate information while troubleshooting and problem solving with customers. and offering Plan for potential Clients.

EDUCATION

- **2018-2020**
SANTA RITA , PAMPANGA **MARY THE QUEEN COLLAGE INC**
 - HUMANITIES AND SOCIAL SCIENCE
- **2013-2018**
FLORIDABLANCA ,PAMPANGA **MEGABYTE COLLAGE OF SCIENCE AND TECHNOLOGY INC.**

SOFT SKILLS

- GOOD COMMUNICATION SKILLS
- ACTIVE LISTENING
- EMPATHY
- TONE OF VOICE

HARD SKILLS

- BILLING AND PAYMENT
- MULTICHANNEL COMMUNICATION
- BASIC IT SKILLS
- DATA ENTRY & DOCUMENTATION

