



# Saripa Nawali

## Customer Service Representative

Dedicated and knowledgeable individual with vast experience providing exceptional customer service to a wide variety of clients. Proven ability to quickly assess customer needs and provide appropriate solutions. Skilled in resolving customer issues, managing customer relations, and providing detailed product knowledge. Committed to streamlining processes to improve customer service efficiency and satisfaction.

## Contact

### Mobile

+63 921 404 0701

### Email

saripanawali021830@gmail.com

### Address

Taguig City Philippines, 1632

## Education

2008 - 2010

### Associate Graduate

AMA Computer Learning Center

## Expertise

- Customer service
- Online Chat
- Telephone Etiquette
- Microsoft Office Suite
- First-Tier Technical Support
- Calm and Professional Under Pressure
- Technical Support

## Language

English

Filipino

## Experience

### August 2022 - August 2023

Genpact, Muntinlupa City

#### Chat Support

- Leveraged knowledge of the company's products and services to provide accurate information.
- Obtained and examined relevant information to assess the validity of complaints and determine possible causes.
- Provided feedback on potential improvements that could enhance the user experience.
- Demonstrated ability to provide exceptional customer service through live chat interactions.
- Managed multiple conversations simultaneously while providing an optimal level of service quality.
- Maintained high customer satisfaction scores by resolving issues quickly and professionally.
- Compiled detailed reports of customer interactions for quality assurance purposes.

### June 2018 - May 2022

Cognizant Technology, Mckinley Taguog City

#### Customer Service Representative

- Responding to customers, identifying customer issues, providing solutions, conversing in a polite and professional manner, and performing data entry
- Followed escalation guidelines to escalate complex issues to relevant staff members
- Maintained knowledge of products/services, providing customers with the best solution that meets their needs
- Input customer information, call notes and personal data onto internal database
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests
- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution
- Logged customer feedback in line with process to help business improve products and services
- Processed customer payments and facilitated setting up of direct debits to complete transactions.

### 2016 - 2018

TPG Telecom (Australian Account), Pasig City

#### Technical Support Representative

- Diagnosed complex network problems by gathering information from multiple sources.
- Troubleshot issues on device-specific problems, network performance, and internet connectivity.
- Delivered support for internet service and connectivity-related issues pertaining to operating system, PC, and browser configuration.
- Referred major hardware and software problems and defective products to vendors and technicians for service.
- Responded quickly to meet customer needs and resolve problems.
- Updated customer databases regularly with the latest information about products and services.