



SIOBIE GAREMBALEM

CUSTOMER SERVICE
REPRESENTATIVE / QUALITY
ANALYST

PROFILE

I have 8 years of experience in BPO, handled a Telco account with the same company. I started as a CUSTOMER SERVICE REPRESENTATIVE and took calls for 3 years which made my customer service skills extensive. Building connection with customer is something that I am good at. Part of my responsibility is to make a SALE. I also worked as a PERFORMANCE ANALYST for 5 years. Part of my role was to AUDIT, ANALIZE DATA, PROVIDE FEEDBACK and HELP AGENTS TO IMPROVE METRICS.

BIRTHDATE

SEPTEMBER 30, 1991

CONTACT

EMAIL: siobiemon30@gmail.com

LINKEDIN:

<https://www.linkedin.com/in/siobie-garembalem-montallana>

SKYPE:

live:.cid.16694ba82e714595

PHONE: (+63) 960 547 3998

EXPERIENCE

QUALITY ANALYST

JULY 2019-MARCH 2024

- Collect Data through audits
- Provide insight into the data that was collected
- Provide tailored-fit coaching
- Help agents improve performance
- Help new hire with certifications
- End of day report

CUSTOMER SERVICE REPRESENTATIVE / SALES REPRESENTATIVE

AUGUST 2016-JULY 2019

- Provide excellent customer service by understanding the concern followed by an acknowledgement statement or empathy statement if necessary.
- Educate customers on what's best for them as consumers.
- SALES: Offer products and services, especially with promotions.
- Resolve underlying concerns by asking questions.

EDUCATION

BACHELOR OF SCIENCE IN ACCOUNTACY - UNDERGRADUATE

CAVITE STATE UNIVERSITY

JUNE 2013

CHARACTER REFERENCES

- JANE ATANOSO – 09283264164
- JAYA EUGENNIE LUPAZ – 09613983349
- JOHN PAUL MONTALLANA - 09071229064

KEY SKILLS AND CHARACTERISTICS

- Strong interpersonal & communication skills
- MS Office Suite
- Ability to work collaboratively as part of a team
- Problem Solving
- Leadership
- Meticulous attention to detail
- Excellent Organizational skills
- Poised under pressure