



Trisha Nicole T. Nioko

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OBJECTIVE

To make use of my skills to achieve goals of the company that focuses on customer satisfaction and customer experience

EDUCATIONAL BACKGROUND

Polytechnic University of the Philippines

President's Lister (Academic Year 2018-2019)

Polytechnic University of the Philippines

With Honors (Academic Year 2017-2018)

WORK EXPERIENCE

MARCH 2022 – DECEMBER 2022

VIRTUAL ASSISTANT, AMBIENCE EVENT SPACE

I was a Virtual Assistant to an event space. My main task was to answer phone calls. I answer questions regarding pricing and setup appointments for tour. I do outbound calls to customers and check in for their needs. I send out emails, manage the calendar of my client and handled their social media accounts as well.

NOVEMBER 2021 – FEBRUARY 2022

VIRTUAL ASSISTANT, COVERDESK PH

I was a Virtual Assistant to an insurance agency and doctor's office under one client. My main task was to answer phone calls for appointments. While processing appointments, I also do changes in customers insurance depending on the request, send the files needed by the customers and also do tip sheets for the agency.

AUGUST – NOVEMBER 2021

TECHNICAL SUPPORT REPRESENTATIVE, IBEX GLOBAL

As a Technical Support Representative my main task is to provide answers to questions from consumers regarding use and troubleshooting of devices. I handled three LOB's namely TV, Telephone and Internet. My job focuses on getting the services fixed once a device/service stopped working.

JANUARY – JUNE 2021

1P-COLLECTOR PH, CBE COMPANIES

As a Collector, I'm responsible for resolving overdue bills and collecting payments from the consumers. It includes finding a way to reconnect the customer's account through payment arrangements. Always passed metrics for incentives, part of the top performing team.

JULY – DECEMBER 2020

ACCOUNT ASSOCIATE, VXI GLOBAL HOLDINGS BV (PHILIPPINES) INC.

As an Account Associate my primary duty is to support and manage existing customer accounts. Scope of work includes discussing bills and answering frequently asked

APRIL – MAY 2019

TECHNICAL SUPPORT REPRESENTATIVE (PROJECT BASED), DYNAMIC OUTSOURCE SOLUTIONS

This is the same account that I had wayback 2016, due to excellent performance, I was contacted to apply. After two weeks in the campaign, I was promoted as a supervisor.

APRIL – MAY 2016

TECHNICAL SUPPORT REPRESENTATIVE (PROJECT BASED), LRA PACIFIC

As a Technical Support Representative my main task is to provide answers to questions from consumers regarding use and troubleshooting of devices. I was able to perform the job at a very young age and managed to be one of the outstanding employees in the account.

SKILLS

- Public Speaking
- Communication (Verbal, Writing)
- Adaptability
- Active Listening
- Organization

ACTIVITIES AND EXTRACURRICULAR

Sana All? Dapat All!: SOGIE 101 and the SOGIE Equality Bill

Participant, PUP Sociology Society, January 2021

Sociologives: Building Community Through Gift-Giving

Volunteer, PUP Sociology Society, December 2020

Polytechnic University of the Philippines Intramurals 2019

Captain, College of Social Sciences and Development Women's Volleyball Team, October

Captain, College of Social Sciences and Development Crew, October

Student Council Elections 2019

Candidate, Vice President of College of Social Sciences and Development, March

PUP Sociology Society Elections 2019

Candidate, Vice President for Internal Affairs, February

Sociologives: Building Community Through Giving

Volunteer, PUP Sociology Society, December 2018

Humanities and Social Sciences Student Council

Vice President, Academic Year 2016-2018