



JENNY ROSE MARIEL DE CHAVEZ

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps

TOOLS

- Google and Microsoft Workspace
- Dispatch
- Salesforce
- Nexus
- Slack

PERSONAL PROFILE

Highly organized **Customer Service Representative** with 6 years in a fast-paced environment. Efficient in resolving customer complaints, processing orders, and improving customer satisfaction.

WORK EXPERIENCE

APPLIANCE CSR

Just Press One | July 2023 - Present

- Managed many inbound and outbound communications, including SMS, to efficiently schedule appliance repair appointments.
- Skillfully managed customer calls for issue resolution and follow-up, ensuring comprehensive service and client satisfaction
- Strategically organized and optimized technician routing to enhance service and operational efficiency

OPERATIONS SUPERVISOR

RMS COLLECT - An iQor Company | September 2020 - July 2023

- Spearheaded employee goal-setting initiatives, offering expert guidance and feedback to enhance performance metrics including Average Handle Time (AHT), Collections, Sales, First Call Resolution, and Calls Handled.
- Proactively managed call escalations, ensuring customer satisfaction by stepping in to resolve issues when necessary
- Implemented innovative motivation strategies to boost team morale and productivity.
- Conducted regular coaching sessions to drive continuous improvement and skill development among staff.
- Diligently prepared and submitted comprehensive End of Day Reports, alongside strategic planning for subsequent operations.
- Vigilantly monitored Weekly and Monthly Performance to align with organizational objectives and targets.



ALEJANDRO JIMENEZ

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- Efficiently managed inbound customer inquiries regarding billing, collections, troubleshooting, and sales, ensuring high quality service and customer satisfaction.
- Provided expert guidance and support to a community of 50-60 individuals, addressing process-related questions and fostering a collaborative environment.

SALES ASSOCIATE

CONCENTRIX ALABANG 4 (formerly Convergys | 2017 - 2019)

- Conducted thorough credit evaluations and presented mandatory disclosures to ensure transparency
- Tailored mobile device recommendations to match individual customer usage and needs.
- Successfully upsold accessories, insurance, and additional products to enhance customer satisfaction and increase sales revenue.
- Clearly communicated down payment and tax details to customers prior to finalizing sales transactions.
- Efficiently closed sales and facilitated the completion of electronic signatures, ensuring a smooth purchase process.
- Set accurate expectations regarding shipping timelines and anticipated delivery dates for customer convenience.
- Proactively engaged in automated outbound calling to generate new sales opportunities.

CUSTOMER SERVICE REPRESENTATIVE

TeleTech | 2012 - 2013

- Managed inbound calls for payment collection, established payment arrangements, and resolved billing inquiries.
- Conducted automated outbound calls to notify customers of overdue balances and facilitated payment recovery efforts.

EDUCATIONAL HISTORY

COLEGIO DE LOS BANOS

Bachelor of Arts in Economics