

Ronnel Preza

Customer Service Representative

Abu Dhabi
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To obtain a challenging position in a high quality environment where my resourceful experience and academic skills will add value to organization. My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

WORK EXPERIENCE

Customer Service Representative

Convergys BPO Company - August 2015 to March 2016

Collections Care Representative
Glorietta 5 Makati City, Philippines
August 17 2015 - March 4 2016

- Answer customer questions regarding problems with their accounts.
- Reporting/escalating issues through the appropriate channels.
- Effectively communicate (verbally) information with his/her team members & customers alike.
- Strive to meet highest level of customer satisfaction by resolving customers issue in professional & timely manner.
- Multitasking through multiple computer software programs while interacting with customers.
- Advise customers of necessary actions and strategies for debt repayment.
- Arrange for debt repayment or establish repayment schedules, based on customers' financial situations.
- Record information about financial status of customers and status of collection efforts.

Administrative Assistant - Mayor's OFFICE

Department of Labor and Employment (DOLE) - March 2014 to June 2015

- Performs administrative and office support activities for multiple supervisors.
- Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing. Extensive software skills, Internet research abilities and strong communication skills.
- Strong verbal and written communication, customer service, and data entry skills.

EDUCATION

Bachelor of Science in Nursing

Lusacan National High School

Don Ysidro Memorial School

ADDITIONAL INFORMATION

SKILLS AND QUALIFICATIONS

- Proficient and knowledgeable in using MS Office Application (MS Word, MS Excel, MS PowerPoint)
- Fluency to speak, write and communicate in English
- Able to build positive rapport with staff
- Having a responsible attitude, remaining calm under pressure and possessing superb decision making skills
- Carrying out risk assessments.