

Mimelanie Cunanan

A skilled customer service representative

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0543590527

Willing to relocate: Anywhere

Work Experience

A skilled customer service representative

VXI HOLDINGS INC

September 2018 to February 2019

A skilled customer service representative in a business process outsourcing, experienced in handling different markets like telecommunications, logistics, sales and technical support. Has deep understanding in providing an excellent after sales customer service. Ensure that company vision and mission are upheld with highest integrity without compromising my personal values.

SEPTEMBER 2018 - FEBRUARY 2019

CUSTOMER SERVICE REPRESENTATIVE, VXI HOLDINGS INC. PHILIPPINES

A customer service representative for telecommunications account handling business inquiries

Assist customer with basic trouble shooting

Ensure that inbound customer gets their value for money by offering product and services to maximize their subscription.

Acts as support when needed like assisting newly hired representative in handling calls.

SALES AGENT

BSD TRADING SERVICES

April 2017 to June 2018

An outbound customer service representative who offers services to customers. Assists customers in opening an online trading account (eg. Bitcoin)

Educate customer on how can they benefit from the services.

Provide all the information on how the can get started with the business.

CUSTOMER SERVICE REPRESENTATIVE

ALORICA PHILIPPINES

May 2014 to June 2015

Assigned to a shipping company (UPS Canada) that responds to queries related to parcels and shipments. This includes tracking the whereabouts of the package and scheduling pickup arrangements.

Provide general information to inbound customers on products and services available, like taxes and fees that they have to pay for the shipment.

CUSTOMER SERVICE REPRESENTATIVE

CYBER CITY TELESERVICES PHILIPPINES

February 2013 to April 2014

Assists customer in placing an order over the phone (products are mostly from a hardware company like tools, materials used for minor repairs or home improvement)

Upsell, like providing special offers or promotions to make the most out of their money.

CUSTOMER SERVICE REPRESENTATIVE

SUTHERLAND GLOBAL SERVICES PHILIPPINES

September 2012 to January 2013

Assigned under Microsoft store as a general representative handling inbound callers for the biggest software and hardware company in the world.

Provide after sales assistance to customers in terms of trouble shooting software issues which includes upgrade, update, downloads and installing services

Keep the callers update with the latest products and services available in the market.

Provide general information to customers on product and services to encourage customers in ordering more products

MACHINE OPERATOR

NANOX PHILIPPINES INCORPORATED

June 2001 to April 2002

Assembler at an electronics company that manufactures parts for well known companies Samsung & Toshiba.

Was promoted as an inspector later on as a part of quality control team.

LINE LEADER

LOGISTICS PERSONNEL

February 2000 to December 2000

KITA CORPORATION

Assigned as a logistics personnel, preparing the parts needed for production in an electronics company.

Did inventory, orders parts from the warehouse, preparing documents for the orders and for handing over the parts to the production line.

Was moved to production as a line leader, monitoring the team and making sure that the target is being met.

Education

ADTECH COMPUTER LEARNING CENTER
March 1999

MAUAQUE RESETTLEMENT HIGHSCHOOL
April 1998

Skills

accounting (Less than 1 year), excellent communication skills (Less than 1 year), Microsoft office (Less than 1 year), MS OFFICE (Less than 1 year)

Additional Information

SKILLS

- Have basic knowledge in accounting
- Basic computer knowledge (Microsoft office)
- Has an excellent communication skills in English both spoken and written
- Can multitask
- Can work with minimal supervision