

Irene Arisga Rabacca



Gender: Female
Birth Date: November 13, 1990
Age: 31
Height: 5'2
Citizenship: Filipino
Civil Status: Married
Religion: Christian

I am seeking a challenging career in a progressive organization that provides an opportunity to capitalize on my skills in achieving the target, delivering the best performance in the esteemed organization.

I am resourceful, organized, able to multitask, adaptable and eager to learn, detail and results oriented, I value work productivity and quality, trustworthy and responsible in every task given, ability to work independently and within a team, amenable to work in shifting schedule.

 irene.rabacca@gmail.com

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 Calbayog City, Samar Philippines, 6710

SKILLS

- Administrative
- Data Entry
- Expert in Microsoft Office (PPT, Excel, Word)
- Basic Designing
- Technical Support, Customer Service, Sales Associate and Lead Generation

EDUCATION

BACHELOR OF SCIENCE
IN INFORMATION SYSTEM
Major in Management & Computer
Northwest Samar State University
2009-2013

WORK HISTORY

May 2014 – June 2015 LOAN PROCESSOR / COLLECTOR Office Clerk
Asian Pension Loan Corporation
Northern Samar, Philippines

Job Specification:

- ❖ Performing initial appraisal of potential borrowers by thoroughly examining their applications with background research.
- ❖ Collect and prepare all necessary documentation for the loan package.
- ❖ Collect payments before due date and create repayment plans if applicable.
- ❖ Suggest alternate channels and cross-sell products and services.
- ❖ Oversee office workflow in the absence of Supervisor.

Reason for leaving: Relocation

July 2015 – February 2016	<p>SALES PERSONNEL / CASHIER</p> <p>Sorsogon Shopping Center</p> <p>Sulucan, Sorsogon City, Philippines</p> <p>Job Specification:</p> <ul style="list-style-type: none">❖ Keeping track of all cash and credit transactions.❖ Process customer purchases and record the in and out of the store items/products.❖ Scanning goods and ensuring pricing is accurate.❖ Close a sale and recommend other items for purchase if needed.❖ Understand the product inventory in order to make sales and address customers' questions.❖ Maintain a positive attitude, always be willing to help, and be friendly. <p>Reason for leaving: Contractual</p>
December 2016 – December 2017	<p>ADMINISTRATIVE STAFF (HR, Back office IT Support and Auditor)</p> <p>Samar Baypark Hotel Inc.</p> <p>Calbayog City, Philippines</p> <p>Job Specification:</p> <ul style="list-style-type: none">❖ Responsible for managing the employee life cycle (i.e., recruiting, hiring, onboarding, training, and firing employees) and administering employee benefits.❖ Prepare communications, such as memos, emails, invoices, reports and other correspondence.❖ Schedule and coordinate staff and other meetings.❖ Ensure reports are kept properly both in softcopy and hardcopy.❖ Database management. Data entry processing, recording and tracking of various data and information sets❖ Close monitoring of in and out of the products.❖ Manage the inventory and hotel audit.❖ Record maintenance, regulatory compliance, and IT services.❖ Acts as an OIC in the absence of Hotel Manager. <p>Reason for leaving: Accompany my younger sister who has to go to Cebu for college.</p>
November 2017 – January 2021	<p>CUSTOMER SUPPORT EXPERT</p> <p>Concentrix - BPO</p> <p>IT Park, Cebu City, Philippines</p> <p>Walmart Retail Account</p> <p>Job Specification:</p> <ul style="list-style-type: none">❖ Track order shipping and process billing❖ Assist customers through each step of the sales process in a timely manner, helping them resolve any concerns/complaints or questions they may have while processing, tracking orders efficiently.❖ Altering sales orders and shipping information as required.❖ Performing duties in regards to metrics and other key data.❖ Assume the responsibility of receiving and sorting incoming payments with attention to credibility.❖ Check the validity of the payment method used.❖ Issue receipts and invoices.

CSR, LEAD GENERATOR, SALES & TECHNICAL SUPPORT II

Intuit Account (Transferred when Walmart Account was dissolved)
LOB: QuickBooks Accountant (Payroll Support & Billing Specialist)

Job Specification:

- ❖ Support and resolve customers inquiries and concerns via voice and chat; swap routine depends on queue needs.
- ❖ Troubleshoot issues that are technical in nature including software and networking.
- ❖ Solve problems that may be unstructured and require the use of conceptual thinking skills.
- ❖ Help Bookkeepers and Accountants met their client's business requirements/needs i.e., managing payroll, preparing and maintaining important financial reports, preparing tax returns, and ensuring that taxes are paid properly and on time.
- ❖ Acquire and evaluate new leads for potential sales.
- ❖ Assist customers through each step of the sales process in a timely manner, helping them resolve any concerns/complaints or questions they may have while processing, and tracking orders efficiently.
- ❖ Performing duties in regard to metrics, sales figures, and other KPI-related data.
- ❖ Assume the responsibility of receiving and sorting incoming payments with attention to credibility.
- ❖ Check the validity of the payment method used and send receipts and invoices if needed.

Reason for leaving: Wedding leave extension due to the COVID-19 pandemic was not approved.

June 2021 –
November 2022

CUSTOMER CARE SUPPORT & TEAM POC
Qwest - BPO
Cebu City, Philippines

Travel Account (Phone Receptionist)

Job Specification:

- ❖ Answer all phone calls in a polite and timely manner.
- ❖ Help maintain company travel branding.
- ❖ Directing all calls received to the right department queue. If necessary; inform, contact, or send an email to the appropriate department for any customer request concerning their travel arrangement/needs.
- ❖ Oversee/Monitor team attendance and calls productivity
- ❖ Create a daily report for attendance late, absences, under time. and fill out the consolidated report timely.
- ❖ Acknowledge/Response to the team's concerns.
- ❖ Inform the client timely of anything concerning the team.
- ❖ Closely Monitor Team's Incident Report (IR), making sure it is created correctly and sent to the appropriate person/department.
- ❖ Maintain the positive vibes of the team encourage and remind each to be a leader to follow not a boss.
- ❖ Study the coaching guidelines for possible coaching sessions in the future.

TECHNICAL & CUSTOMER CARE SUPPORT / 20% ADMIN
Qwest - BPO
Cebu City, Philippines

EvGo Account (Transferred to another account

Job Specification:

- ❖ Remotely Troubleshoot charging machine.
- ❖ Address all charging issues with empathy.
- ❖ Provides support for hardware malfunctions identifying the root cause, determining and executing tasks to support charger life cycle using accurate reporting/documentation.
- ❖ Escalate more complex or specialized service requests and incidents to the relevant teams or departments; tracking an ownership to ensure problem resolution.
- ❖ Observe data Integrity i.e. data collection, update record-keeping on customer/charger issues.
- ❖ Manage data in spreadsheets and reports.
- ❖ Keep records and reports up to date

Reason for leaving: Temporary work from home.

PROFESSIONAL REFERENCES

Mrs. Teresita Castro
Executive Chef
Samar Baypark Hotel Inc.
Calbayog City, Philippines
09069058272

Mrs. Maggie Oyo-a
Manager
Cellzone & Allworld Communication
Calbayog City, Philippines
09069799426

Mr. Wilson James Villaruel
Team Leader, Operations
Concentrix BPO
Cebu City, Philippines
09989702674

Mr. Ralph Lauren Tutor
Team Leader, Operations
Qwest BPO
Cebu City, Philippines
09082964713

I hereby certify that the above information is all true and correct to the best of my knowledge and experience.


IRENE ARISGA-RABACCA
Applicant