



ATLE MAE CORTEZ

PERSONAL INFORMATION

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EDUCATIONAL BACKGROUND

UNIVERSITY OF THE CORDILLERAS
S.Y. 2016-2017
Bachelor of Science in Business
Management Major in Financial
Management

TRAINING & CERTIFICATIONS

- Basics of Real Estate:
Home Buying & Selling
- MLS Circulation and
Management
- Handling Objections
- Lead Management:
Tom Ferry Scripts
- Lead Management:
Mike Ferry Scripts
- Basics of Geo-Farming
- Buyer & Seller Leads
- FSBO Leads
- Expired Leads
- Circle Prospecting Leads

QUALIFICATION SUMMARY

With over 3 years of experience in providing exceptional Customer Service to members all over United States mainly focused in resolving customer issues in a timely and professional manner while maintaining good customer relations and meeting company expectations. Values integrity above all.

PROFESSIONAL EXPERIENCE

ORDER TAKER | DISPATCHER | CUSTOMER SERVICE
REPRESENTATIVE
RECRUITMENT AND ON-BOARDING SPECIALIST
Falcon Virtual Services | Restaurant Delivery Services |
January 2022 - April 2022

- Placing orders that are coming in the system through inbound calls and restaurant delivery app.
- Assigning and dispatching orders to drivers to pick up and deliver to make sure orders will be delivered on time.
- Taking inbound calls to assist members with issues on their orders such as Missing Items, Incorrect Items, Late orders and refunds.
- Cold-calling interested driver applicants outsourced from Indeed, Craigslist and leads from previous applications who have shown interest applying as a Food deliver Rider.
- Processing applications such as contract signing, verifying requirements, system entry, application download and booking process.
- Orienting drivers with on-boarding to discuss specific rules, bonuses and sanctions to violations.

CUSTOMER SERVICE REPRESENTATIVE | CHAT SUPPORT |
EMAIL SUPPORT
Concentrix | eBay (North America) | December 2019 -
August 2021

- Handling Claims and Cases – Items not Received, Missing and/or Damaged Items, Refunds and Refund Disputes – decision making and critical thinking are huge aspects for the role.
- Assisting members with concerns about items sold and bought at eBay – listening and understanding the issues and providing precise resolution within a timely manner.

CUSTOMER SERVICE REPRESENTATIVE | COLLECTIONS AGENT
Teleperformance | Navient | November 2018 - July 2019

- Cold calling members collecting debts for past due accounts and providing resolution for members who are unable to pay – rapport is a great way to understand members current situation and provide realistic resolution for loan repayment.
- Assisting members with concerns about submitting documents needed for loan application or program application and processing due payments.

APPOINTMENT SETTER | QUALIFIER
Wolf Gate Solutions | Home Solar Solutions | October 2017 -
October 2018

- Cold calling Home Owners who are interested in purchasing Solar Panels and educating benefits and financial savings Solar Panels have to offer – being clear and concise is a very important characteristic when talking to Home Owners to make sure they understood the offer.
- Asking qualifying questions and making sure that Home Owners meet the minimum requirement Home Solar Solutions are looking for – making sure that questions do not sound offensive or violate privacy – this way the Home Owners will feel safe and secured with the appointment.

