



Ma. Kristela Olonan

ABOUT ME

I am a committed, friendly and hardworking with a passion for providing excellent customer service at all times. I have dealt with customers' enquiries and complaints through chat, over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organisation that I work for.

MY CONTACT

📍 6215 Einthoven St. Brgy. Palanan, Makati City

✉ kristelaolonan@gmail.com

☎ (+63) 9760010739

🌐 www.linkedin.com/in/mkolonan

EDUCATION

Lagonoy Central School
Elementary

St. Paul Academy
Secondary
2004 - 2008

Mapua University
BS Accountancy
2008 - 2010

BS Information Technology
2010-2015

SKILLS

Email Support

Data Entry

Lead Generation

Excellent in designs

Strong Communication

Ability to multi-task

Quality Customer Service

WORK EXPERIENCE

Programmer / Project Designer

FEB 2014 - AUG 2014

ILIUM Philippines I Makati City

- Working with clients' ideas and managing their expectations.
- Keeping clients up to date, listening to and acting on feedback, and explaining the rationale behind graphic design decisions.
- Reviewing final layouts and suggesting improvements if required.

Customer Support Representative

2015 - 2017

Ladbroke's - Paragon ICC I Makati City

- Answer all customer inquiries quickly and accurately
- Communicating with customers through various channels.
- Maintaining a positive, and professional attitude toward customers at all times.
- Ensure customer satisfaction and provide professional customer support.
- Knowing our products inside and out so that I can answer questions.

Chat Moderator

2017 - 2021

Paragon ICC I Makati City

- Respond to customer queries in a timely and accurate way, via email or chat.
- Inform customers about new features and promotions of the brand.
- Gather customer feedback and share with our brand and UK team.
- Follow up with customers to ensure their technical issues are resolved.

Chat Moderator

2021 -Present

AsiaPro Outsourcing I Pasay City

- Maintain current knowledge of products and resources in order to assist customers with their questions.
- Communicate in a manner that keeps customers interested and loyal in the brand
- Keep watch over the chat making sure the chat guidelines are being followed.
- Maintain an overall friendly demeanor when interacting with players online.

REFERENCE

Catherine Castillo

External Department Manager,
AsiaPro Outsourcing

Phone: 09175589285

Email: catherine.castillo@playtech.com