

 09395166785

 missjacck25@gmail.com

 Muntinlupa City, Philippines

SKILLS

- Clear communication skills
- Problem analysis and problem solving
- Organizational skills and customer service orientation
- Adaptability and ability to work under pressure
- Computer Proficiency

LANGUAGES

- English
- Filipino

PERSONAL INFORMATION

Date of Birth: February 25, 1993

Civil Status: Single

Nationality: Filipino

SHARA JACKTRIX A. CUESTA

PROFESSIONAL EXPERIENCE

Diligent and hardworking professional seeking to obtain employment where I can use my ability in handling customer support calls and collaborating with the team to improve customer support procedures and make the process more efficient. Aims to provide exceptional service to customers to increase the organisation's overall revenue growth.

EDUCATION

SAINT FERDINAND COLLEGE , 2015

Bachelor of Science in Information Technology

WORK EXPERIENCE

VA House | Virtual Assistant

April 2022 - March 2023

- Responsible in providing administrative tasks such as answering emails and Outbound Cold calling and deliver high-quality work under minimum supervision while working remotely.

WNS Company | Senior Associate

July 2021 - March 2022

- Proactive management of a complex portfolio of clients whilst anticipating their specific needs in Hotel and Car reservations. Use of specialist skills to enhance the client experience within the organization

Telus International Philippines | CSR/Fraud Analyst

September 2018 - July 2021

- Responsible in providing product/services information, answering questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

REFERENCE

Ms. Hannah De Real
09994602680
CSR - BPO (Cyberbacker)

Raven Mandasoc
09182758477
CSR - BPO (Telus)

Irene Valencia
09995209074
CSR - BPO (Telus)

Intelenet Global Services | Sr. Customer Service Executive
January 2017 - September 2018

- Provide excellent customer service, options, and other solutions in order to meet the guest's needs by offering and selling the best hotel rooms.

I hereby confirm and verify all the facts mentioned above and I hold the responsibility of their authenticity and correctness.

SHARA JACKTRIX A. CUESTA
Applicant