



# SHIENA MARIE F. PEDRIÑA

## CUSTOMER SERVICE SPECIALIST

### ABOUT ME

I am seeking a position as a customer representative, aiming to leverage my outstanding interpersonal and communication skills to effectively address customer concerns and cultivate a mutually beneficial relationship between clients and the organization.

### EXPERTISE

Customer Service  
Conflict Resolution  
Safety Compliance  
Problem Solving  
Travel Advisory  
Technical Support  
Interpersonal Communication  
Adaptability

### EDUCATION

**Bachelor of Science in Criminology**  
De La Salle University - Dasmariñas  
(4th year Undergraduate, 2011-2015)

**Available for References  
upon Request**

### PROFESSIONAL EXPERIENCE

#### Driver Support and Logistic Support

Amazon Operation Services Manila  
January 2019 - August 2020

- Assisting drivers in locating delivery destinations.
- Communicating and reporting delivery-related issues to senior management.
- Enforcing strict adherence to safety policies and procedures.

#### Customer Abuse Prevention Specialist

Amazon Operation Services Manila  
August 2020 - July 2022

- Managing challenging customer interactions, including those with abusive customers seeking concessions or refunds.
- Thoroughly examining and validating police reports submitted by customers regarding missing deliveries.

#### Advisor I

Concentrix CVG Philippines INC.  
April 2022 - July 2022

- Crafting personalized travel itineraries and recommendations for clients based on their preferences, budget, and travel goals.
- Staying updated on travel trends, visa requirements, and destination-specific information to provide exceptional guidance and ensure a memorable travel experience.

#### SENIOR AGENT

iQor Philippines Inc., Dasmariñas  
October 2022 - October 2023

- Delivering exemplary customer service by addressing inquiries, resolving issues, and providing technical support to telecommunication customers.
- Maintaining a deep understanding of products and services, promoting upgrades, and ensuring customer satisfaction and loyalty.