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Charisse P. Sales

SKILLS

Problem solving skills, Patience, Clear communication, Friendly attitude, Product/service knowledge, Strong time management, Emphatic and always striving for complaint resolution.

EXPERIENCE

TTEC Philippines - Santa Rosa, Laguna – Customer Service Representative II | Travel Account

March 31, 2022 – October 19, 2023

- Engage in professional communication with prospects via inbound and outbound phone call, chat and email.
- Responsible for gauging and qualifying prospective client interest.
- Deliver unscripted responses and explanations of complex product offerings.
- Participate in training sessions, meetings, and skill building sessions with internal and external teams.

TTEC Philippines - Santa Rosa, Laguna – Chat Associate I | Financial Account

March 2021 – January 08, 2022

- Engage in professional communication with prospects via chat and email.
- Responsible for gauging and qualifying prospective client interest.
- Deliver unscripted responses and explanations of complex product offerings.
- Participate in training sessions, meetings, and skill building sessions with internal and external teams.

Concentrix Daksh Services Philippines Corporation - Bridgetown,

*Quezon City– Advisor I, Transaction Processing & Real-Time Analyst
Workforce Management | Travel Account*

September 2018 - October 2019

- Making sure to meet the client's standards in production floor as an Advisor
- Assist with Call Center Management Initiatives (e.g delivering workshops, training and on going organizational education)
- Monitor associate real time schedule adherence; Provide authorization for all unplanned activities and coordinate approved activities with Management
- Make adjustments to call and email allocations driven by the real time trends and backlog management
- Work with operations and remote centers to manage and resolve downtime and telephony issues
- Send out hourly performance updates including interval and intraday SVL, % to forecast, ASA, and callous
- Send out regular performance updates including interval and intraday SVL, % to forecast, ASA, and callous
- Responsible for daily, weekly and monthly lead generation, call volume and quality goals on assigned client projects

Toshiba Information Equipment (Phils.), Inc. Biñan, Laguna -
Production Operator/Quality Assurance Inspector

June 2005 - July 2013

- Responsible for checking that a company's products meet national and international quality standards
- Monitoring all inspection and testing equipment to ensure current and valid calibration
- Writing up evaluation and assessments • Reading specifications
- Conducting quality audits and surveys
- Checking that production methods meet the relevant legislation
- Recommending changes to a production process and standards
- Carrying out final inspection
- Identifying unsafe working practices • Looking out for defects in product
- Making sure that labels are accurate
- Discussing inspection result and conclusions with production manager

EDUCATION

Pasay City East High School – Graduated

April 2001 - Pasay City, Metro Manila

AWARDS

Perfect attendance and Top Agent of the month