

# Krishel Nicole Montealegre

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## Personal Details

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Address	Phase 6A Block 14 Lot 4 Eastwood Residences, San Isidro, Rodriguez, Rizal
Mobile	09616234736
Email	Krishelnicole2@gmail.com

## Career Objective

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Proven knowledge to successfully fill the available position at your company. I can be relied upon to help you achieve your goal.

## Skills & Abilities

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### Technical Skills

I am proficient in the following software

- Microsoft Application

### Personal Skills

- Multitasking
- Interpersonal
- Good communication (oral and written)
- Ability to perform efficiently and effectively

## Work Experience

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### Customer Service Representative

24/7 International.inc

09/20 – 12/20

Tasks and Achievement

- ✓ CSR in Khol's Account
  - ✓ Taking In-bound calls, answering inquiries, concern and assisting customer with their packages
  - ✓ Give customers information about products and services; take orders, process returns and refunds.
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## Sale Representative

Alorica

04/21– 10/21

Tasks and Achievement

- ✓ Sales presentative – T-mobile account
- ✓ Taking In-bound calls, answering inquiries, concern and taking their order.
- ✓ Give customers information about products and services; take orders.

## Customer Service Representative

Telus International Phillipines

10/21– 09/22

Tasks and Achievement

- ✓ CSR – Fox rent a car account
- ✓ Taking In-bound calls, answering email inquiries, acknowledging and resolving customer complaints.
- ✓ Provide accurate, valid, and complete information by using the right method/tools.
- ✓ Maintains financial accounts by processing customer adjustments.

## Education & Training

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### Education

**2017-2018** Academy Asia

Diploma in culinary and pastry arts with restaurant services