

# Rechell Ann Francisco

Seeking a position in a growing company where I can apply my skill sets to the best of my ability.

Home Address: Purok 1,  
Relocation Street, Tinaan, City of  
Naga, Cebu

Phone number: +639690322751,  
+639066311023

Email address:  
eb.rechell.ann.francisco@gmail.c  
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## EXPERIENCE

### **Select Voicecom., IT Park, Lahug, Cebu City — *Customer Service Representative* (Healthcare Account- Benchmark Research)**

September 2020 - July 2022

-Assisted patients and took notes of their illnesses, medications as well as history of vaccinations. Enroll patients in a clinical study and set up appointments.

### **First Source Ltd., IT Park, Lahug, Cebu City — *Customer Service Representative* (Mortgage Account- Lloyds Bank)**

December 2019 - September 2020

-Assisted customers with their mortgage, process debit card payments, balance inquiry, etc.

### **Sykes Asia, Panagdait, Mabolo, Cebu City— *Customer Service Representative* (Food Delivery Service Account- Just Eat)**

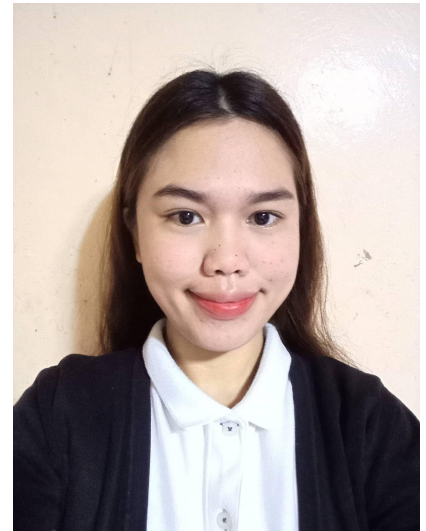
May 2019- November 2019

Answered inbound and chats, assisted and helped customers track their orders, process refund or vouchers for inconvenience, assisted restaurant partners with their menu and help them contact their drivers.

### **Azpired Inc., Ayala, Business Park, Cebu— *Customer Service Representative* (Financial Account- Big Picture Loans)**

April 2017 - April 2019

Assigned to outbound and inbound calls, assisted customers in verifying their employer and banking information before approving their application, followed scripts provided and made sure customers understood it, set up payments.



## SKILLS

- Can work under pressure.
- Good written and verbal communication skills
- Ability to work independently or as part of a team.
- Flexible and can do multitasking
- Has knowledge on Excel, Microsoft, Google Docs
- Has used Dialpad, Avaya, Zendesk

## EDUCATION

### **Mary Help Technical Institute for Women Christian School, Tungha-an, Minglanilla, Cebu— *Accountancy and Business Management***

March 2015- March 2017

Associate Graduate

### **Naga National High School, West Poblacion, Naga, Cebu — *Technical Vocational***

June 2011- April 2015

With Honors

## REFERENCES

Mel Villanueva (Trainer)

Azpired Inc.

Ayala, Business Park, Cebu

+639087185087

Vince Cortes (Team Lead)

Sykes, Asia

Panagdait, Mabolo

+639995063729

Junnah Romaguera (Colleague)

First Source Ltd.

Skyrise 1, Building, IT Park, Cebu City

+639280252243

Magnolia Tulabing (Colleague)

Select Voicecom

I1 Building, IT Park, Cebu City

+639398331043

