

GINA PERKINS

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OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities, challenges and opportunities.

SKILLS & ABILITIES

Expert in customer service handling phones, chats, social media and email management. Adhoc tasks as well as due diligence, keen to details, organized, can multitask and has an excellent communication skills.

EXPERIENCE

2021 May - 2023 Sept

Customer Service and Dispatch Representative

Get Spiffy

Responding to customer's inquiries thru chats and emails. Schedule appointment requests according to technician's availability. Recommend and modify customer's requested appointment schedule. Admin tasks, checking address and handle customers complaints.

2020 Nov – 2021 Jan

Customer Service Representative

Health Express

Handle online pharmacy emails and chats.

2020 May – Oct 2020 Customer Service Representative

AndAndrea

Manage Live chats, social media and email management. Process orders, replacements and refunds. Monitor daily activities of customer support team.

2017 Apr – 2020 Feb **Process Analyst, Institutional**

Australia New Zealand Bank

Handle foreign exchange trades of clients. Engage thru phones and emails. Analyzes and monitor payments, investigates, settlements. Coordinate with dealrs desk. Manages Liquidity account, Inbox, Sharepoint, end of day reports. Due diligence.

2015 Nov – 2017 Feb **Phone Banker**

Capital One

Provides Customer service to Capital one clients in retail banking, credit cards and online banking. Answers banking inquiries, statements issues, technical support for online banking assistance.

2009 Nov- 2015 Oct **Collections Specialist**

Genpact

Inbound and outbound calls. Collect and process payments. Offer settlements, payments plan and hardship. Stayed abreast with law changes governing debt collection protocols and best practices to comply with regulations and procedures.

2007 Jun – 2009 Oct **Sales Representative**

Etelecare

Handled Sprint costumers both consumers and B2B accounts. Addressed customers needs by selling phone plans, equipments and accessories. Continous Top seller. Coach/ SME.

1992 Jun – Oct 2005

Music Teacher

EDUCATION

1997 Oct

Bachelor of Science in Hotel and Restaurant Management

Deans Lister

President of AHRMS, Association of Hotel and Restaurant Management Society