



KIM CHARDESS LAMEG

ABOUT ME

Experienced Supervisor thrives in fast paced environments. Proven ability to meet company expectations to proper accomplishments while providing associates with necessary tools to succeed. Detail- oriented and determined to maintain customer retention while driving sales. Ambitious and passionate, willing to take new challenges while adapting to business changes

EDUCATION

Trimex Colleges of Binan
Bachelor of Business Administration
major in Marketing Management
2016

CONTACT

+639456276333
kimchardes@gmail.com
Skype ID: live:.cid.7bb1688183f832a
119 A Fernandez St Villa Miguella
Pinagbuhatan Pasig City

JOB EXPERIENCE

C3 - EVERISE

Team Leader Nov 2022 - Present

- Equipped staff with knowledge and skills to reach company targets, coaching and mentoring new joiners and under performing employees in best operational practices
- Aligned day to day activities with targets set by upper management
- Conducted evaluations to measure performance and progress of employees
- Investigated and resolved customer complaints within target time scale to increase retention and loyal

C3 EVERISE

Sales Development Representative , 10/21 - 09/22

- identifying a customer's needs, pitching relevant products or services, and ensuring they have a positive experience from start to finish
- Qualifying leads from marketing campaigns as sales opportunities in health care insurance

ALORICA PHILIPPINES

Telesales Representative , 03/19 - 07/19

- Maintains proficiency in sales techniques to achieve revenue goals
- Use scripted sales strategies to converse with customers reached by manual dialing and automatic systems

TELEPERFORMANCE

Customer Service Representative , 09/18 - 03/19

- Maximize customer satisfaction by resolving health care service issues promptly
- Addressed customer service enquires quickly and accurately

CERTIFICATIONS

- Top 2 Team Lead for Q1 of year 2023
- Top 3 Team Lead for March 2023
- Providing insanely great customer service with 121.21% on TSPS month of May 2019
- Highest AAL conversion rate at 220.22% with total of 5 AAL units for month of May 2019