



TRICIA FREDELUCES

Dynamic and goal – oriented Sales Supervisor and CSR professional with a proven track record of delivering excellent customer service while driving sales performance. Eager to bring expertise in team management, conflict resolution, and customer satisfaction to a progressive organization.

CONTACT

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EDUCATION

Our Lady of Fatima University
Bachelor of Science in Tourism
2009-2013

SEMINARS

SET – SKILLS ENHANCEMENT TRAINING

Alorica, Q.C
May 21-24, 2018

BASIC TRAINING ON RESTAURANT OPERATION

Jollibee Centre, Pasig City
Feb 14 – March 29, 2017

ENGLISH PROFICIENCY PROGRAM: ENG20

Our Lady of Fatima University, Q.C
July – October 13, 2012

GLOBAL DISTRIBUTION SYSTEMS: AMADEUS IN FOCUS

Our Lady of Fatima University, Q.C
May 2 – 4, 2012

SKILLS

- Customer Service
- Communication
- Leadership
- Problem – Solving
- Time Management
- Collaboration

WORK EXPERIENCE

REAL-TIME SPECIALIST

TTEC PH

July 1, 2023 – May 2024 *(Promoted)*

Ensuring the seamless operation, monitoring, and optimization of real – time data systems and applications. It involves working real – time data streaming technologies, managing performance, and ensuring that real – time data flows are processed with minimal latency and maximum efficiency.

CUSTOMER SERVICE REPRESENTATIVE (DOORDASH)

TTEC PH

Aug 8, 2022 – July 1, 2023

Handle Doordash – related inquiries and support. Assisting customers, delivery drivers (dashers), and restaurant partners with any issues or concerns related to the Doordash platform.

SALES SUPERVISOR

SKINNY MANUFACTURING CORPORATION

Dec 30, 2020 – Mar 30, 2021 *(Promoted)*

Lead and manage team of Sales Associates to achieve sales target and improve performance.

SALES EXECUTIVES

SKINNY MANUFACTURING CORPORATION

Jan 2020 – Dec 2020

Present and demonstrate products and services to potential clients, tailoring solutions to their specific needs and requirements

ASSISTANT RESTAURANT MANAGER

CHOWKING

Feb 14, 2017 – July 2017

Supervise, train, and motivate team of kitchen staff and front-line employees, ensuring high standards of performance, productivity and customer service. Overseeing daily operations ensuring efficient service and customer satisfaction in a fast – paced environment.

TELLER COORDINATOR

PLDT

May 2015 – Feb 2016 *(Promoted)*

Supervise and coordinate the daily activities of a team of tellers, ensuring smooth operations and efficient customer service.

TELLER

PLDT

Dec 2013 – May 2015

Process customer transactions, including bills payment with a high degree of accuracy and efficiency.