



# RACHEL ANN A. FRIGILLANA

A P P L I C A N T

## C O N T A C T



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#16 Mercados Compound,  
Hagonoy, Taguig City

## P E R S O N A L D E T A I L S

Age: 33

Birthday: October 20, 1989

Birthplace: Zamboanga City

Sex: Female

Civil Status: Single

Religion: Roman Catholic

Height: 5'4"

Weight: 62 Kgs.

## S K I L L S

Customer Service  
Communication Skills  
Problem-Solving  
Technical Support  
Multitasking  
Email and Chat Support  
Sales and Upselling

## E D U C A T I O N

Tertiary

Bachelor of Science in Computer  
Science

University of Makati, Makati City,  
2008

Secondary

Bangkal Malvar High School, Makati  
City, 2006

Primary

Villamor Airbase Elementary School,  
Pasay City, 2002

## C A R E E R   O B J E C T I V E

To obtain a challenging position in a dynamic organization where I can utilize my customer service skills, technical expertise, and problem-solving abilities to contribute to company success while continuing to grow professionally.

## W O R K   E X P E R I E N C E

Customer Service Representative  
HCL Technologies

Tower 2, McKinley West, Taguig City | March 7, 2024 – Present

- Process order supplies for Xerox printers.
- Check the status of orders under UPS or FedEx and provide customers with the estimated delivery timeframe.
- Create return labels for damaged or incorrect items.
- Assist customers with troubleshooting and resolving issues related to their printer supplies.

Cruise Representative

Royal Caribbean International

One Ayala, Makati City | January 2023 – March 2024

- Assist cruise passengers with booking inquiries, reservations, and onboard services.
- Provide detailed information about cruise packages, destinations, and amenities.
- Handle customer concerns, including refunds, itinerary changes, and travel documentation assistance.

Chat/Email/Voice Support

Concentrix

Uptown Tower 1, BGC, Taguig | November 8, 2021 – January 2023

- Assist customers via phone, email, and chat.
- Advise customers about their delivery updates and check the status of their orders.
- Create return labels for damaged items received by customers.
- Provide support for product inquiries and troubleshooting issues related to online orders.

## INTERESTS

- Customer Relations and Client Satisfaction – Passionate about providing excellent customer service, building strong client relationships, and ensuring positive customer experiences.
- Technology and Process Improvement – Interested in leveraging technology to enhance workflow efficiency, optimize customer support processes, and improve overall business operations.

Customer Service Representative, Financial Account  
Telus  
McKinley, West Taguig City | June 2021 – November 2021

- Handle customer inquiries related to financial products and services.
- Assist clients with account management, billing concerns, and transaction issues.
- Provide guidance on financial policies and dispute resolution.

Technical, Chat Support – Customer Service Representative  
Transcom Asia Philippines  
Tiendesitas, Pasig City | February 2021 – May 2021

- Provide technical support for customers experiencing product-related issues.
- Assist with troubleshooting connectivity and software concerns.
- Handle live chat and email support for real-time issue resolution.
- Educate customers on product features and functionality.

Customer Service Representative, Financial Account  
Alorica, The Fort BGC  
Taguig City | August 29, 2020 – February 4, 2021

- Assist customers with credit card and banking inquiries.
- Provide support for account-related issues, billing disputes, and transaction processing.

Server  
Wingman Acacia Bar and Restaurant | Makati City, 2018

- Greet and assist customers with menu selection and recommendations.
- Serve food and beverages while ensuring quality service.
- Handle customer requests and resolve service-related concerns.

Sales Representative  
Mirage International Corporation | Makati City, 2017

- Promote and sell company products to potential clients.
- Conduct product presentations and demonstrations.
- Build strong customer relationships to drive sales and repeat business.
- Handle inquiries and provide detailed product information to clients.