

MONICA NUESCA RABAC

B3 L2 Phase 11 Carmona Estates Brgy Lantic Carmona City, Cavite
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Objective: I am seeking for a career where I can have an opportunity to develop new skills, broaden my knowledge, and use what I've learned.

EDUCATION

Bachelor of Arts in English

Pangasinan State University
March 2010

WORK EXPERIENCES

Skyline Building Care

Remote – USA

Customer Service Manager (July 2024 – Present)

- Oversee customer service production, providing guidance, support, and performance management.
- Spot inefficiencies in service procedures and collaborate on optimizing operations to boost customer satisfaction.
- Prepare regular reports detailing service performance, trends, and potential improvement areas for upper management.
- Develop and implement action plans to enhance the overall customer experience while staying in line with the company's objectives.

Virtual Assistant – Part-time (April 2022 – July 2024)

- Manage calendar – appointments, meetings, and trainings.
- Set appointments, proposal follow-ups, missed payments, and close deals via email, call, and SMS.
- Train new members, call listening, and monitor conversions.
- Manage billings/payments.
- Monitor business' social media accounts

SimpleTexting, LLC

Remote – USA

Customer Support Specialist – (July 2023 – July 2024)

- To assist SimpleTexting clients (business owners/associates), respond to questions and problems via online chat, email, and phone calls. Determine the cause, identify the customer's needs, choose and communicate the best solution, then follow up to make sure the problem is fixed.
- Expert in compliance, ensuring that clients are responsible texters.
- Create good support documentation for our customers as well as for internal use.
- Sending tickets and escalate bugs to customer technical support team.

Unifin Philippines

Remote - Makati City, Manila

Operations Supervisor (January 2022 – June 2023)

- Take live and escalated calls.
- Walk through customers in managing and navigating their accounts online or through mobile application.
- Troubleshoot application access and services.
- Assist In filing a dispute and or escalated concerns.
- Track progress and recommend performance action plans for associates who are not meeting established quality standards.

RMS Collect Phils., Inc. (Iqor Philippines Inc)

Dasmariñas City, Cavite

Operations Supervisor (February 2018 – January 2022)

- Take escalated calls.
- Track progress of individual associates.
- In depth analysis to identify and recommend result improvements.
- Provide constructive feedback to meet or exceed project objectives and/or targets.

Quality Analyst (December 2015 – February 2018)

- Evaluate calls to ensure compliance with client requirements.
- Attend and contribute to both internal and client monitoring and calibration sessions.
- Track progress of individual associates; recommend performance action plans for associates who are not meeting established quality standards.
- Use quality monitoring data management system to compile and track performance at team and individual level.

Customer Service/Collections Specialist (February 2014 – November 2015)

- US catalogue/online retailer
- Taking inbound and outbound calls for following up on a previous or failed commitment of payment or existing customer service issues.
- Process electronic payment, and assist customers in determining the best payment options or concern resolution.
- Maintain 100% quality calls by following call standard procedures as per monitored by quality assurance department.

Teletech Customer Service Mngt., Phils.

2nd floor Robinsons Place

Sta Rosa City, Laguna

Customer Service Representative (December 2010 – February 2014)

- US Telecom account
- Handling inbound customer service calls.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Perform and walk the customer through in basic device troubleshooting.

CHARACTER REFERENCES**Richie Caraig**

Manager – Operations

Unifin Philippines

Makati City, Manila

+63917 519 1810

Laurice Jane Zulueta Manager

Operations RMS Collect Phils., Inc.

Dasmariñas City, Cavite

+63933 302 6681

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



MONICA N. RABAC
Applicant