

MA. SHAIRA G RUSIANA

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. Experienced Customer Service Representative who is able to create an efficient work environment. With over 4 years' experience in customer service and data entry. Adopt at utilizing computer productivity software with a distraction free environment that includes high speed internet, computer with Windows 10 operating system, and a landline telephone. Possessing high levels of customer service and being adaptable to a given situation. Specialize in customer service and technical support, and exceeding customer expectations. I am energetic, reliable, and ready to work.

. SKILLS

- Customer Service Expert
- Excellent verbal and written communication skills
- Ability to analyze and resolve technical issues
- Active listening skill
- Data management
- Ability to type 50 plus word per minute
- Critical thinking
- Computer proficiency
- Leadership

WORK HISTORY

Freight Tec

POD Virtual Assistant | | Work from Home | | October 10, 2022 -April 30, 2025

- Coordinate and schedule the movement of trucks and drivers to transport goods, ensuring timely and efficient delivery.
- Provide constant communication with drivers, customers and the agent to provide updates, address issues and resolve problems.
- Maintaining records of shipments, ensuring proof of deliveries are being sent in a timely manner.

OfficePartners360

Team Lead | | Work from Home | | November 16, 2021 to July 31, 2022

- Oversee 17 agents and motivate them to do their job efficiently.
- Set clear team goals and KPIs.
- Do regular performance evaluation, communicate about their performance and provide training.
- Answer questions on the Zoom bridge.
- Delegate tasks and set project deadlines.

Support Representative | | Work from Home | | October 12, 2020 to November 15, 2021 • Responding to test takers' queries in a timely manner and accurate way via phone, email and chat.

- Helping test takers with their needs like connecting to a proctor, logging in to their dashboards,

confirming the scheduled exam, escalating issues, etc.

- Maintaining and improving the monthly scorecard and making sure that will get FCRs.

NativeCamp

Part-time Online English Teacher | | Work from Home | | March 9, 2020 to October 1, 2020

- Prepare classes using provided materials and personal teaching materials.
- Focuses on improving students' grammar, listening, and speaking skills.
- Responsible for submitting evaluation forms and monitoring each and every after classes conducted.

MamaTriedMarketing

Insurance Telemarketer | | Work from Home | | March 9, 2020 to April 20, 2020

- Handled outbound calls, cold calling, appointment setting and live transferring possible leads to sales representatives for home and auto insurance quotation.
- Duties involve meeting quoted transfer targets, overcoming objections, call handling techniques.
- Clarified customer requirements; probe for and confirmed understanding of requirements and eligibility.

VXI Global Holdings

Customer Service Representative | | Davao City, Philippines | | November 03, 2018-April 10, 2019

- Answered inbound calls about billing and technical concerns
- Answered billing and technical concerns through chat platform simultaneously.
- Passed metrics for both call and chat platforms.

Teleperformance

Customer Service Representative, Subject Matter Expert, Temporary Quality Analyst | | Davao City, Philippines | | November 24, 2015-October 30, 2018

- Answered inbound calls about hotel, flight, car, excursions reservations.
- Demonstrate the ability to offer alternative options to dead end situations.
- Provide information about airline, hotel, car, excursions guidelines and policies.
- Managed and supervised a team of 15 agents during their nesting phase.
- Assisted agents with questions and kept agents up to date on process, changes, and client updates.
- Submitted daily reports providing status updates on team members' performance, updates on different cases covered to my direct supervisor.
- Performed quality audits as well as developed performance reports to improve performance level.
- Monitor and evaluate randomly selected calls to assess associates' service level standards and complete online evaluation of client calls.
- Quality calibration with team members and other support staff and team leads.

. Education

College Undergraduate 2nd year level

- Bachelor of Secondary Education Major in English
- Holy Cross of Davao College | | Sta. Ana Avenue, Davao City, Philippines, 8000

. Accomplishments

- Handled customers over the phone and chat platform effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency. • Exceeded corporate target for customer satisfaction consistently.
- Achieved status as one of the top performers in the site.

. Character References

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