



ZSAZSA FATIMA

UMIH

CONTACT

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- City of Biñan, Laguna

EDUCATION

Bachelor of Science in Commerce
Major in Management
Centro Escolar University
1995-1999

SKILLS

- Customer Service Oriented
- Adaptability
- Verbal Communication
- Flexibility
- Problem Solving

TOOLS

- Fulfil.io
- Shopify
- NMI
- Response
- Hubstaff
- Time Doctor
- SAP
- Salesforce
- Orion
- GDS (Apollo, Worldspan)

WORK EXPERIENCE

Pro Sulum, LLC

General Virtual Assistant

March 6, 2024 - April 11, 2025

- Assist with managing customer requests, which includes tracking orders, processing manual entries, handling reshipments, and responding to order inquiries
- Monitor the oldest orders for top tier clients and track daily backorders
- Responds to inbound calls to address customer inquiries

Accenture Inc.

Customer Service Associate

Back Office

December 1, 2021 - September 14, 2023

- Back office consultant using SAP billing as one of the primary tool
- Performs standard process transactions which is not limited to data capture, verification and entry
- Validates customer meter reading

Customer Service Associate

August 17, 2017 - November 30, 2021

- Responsible for making outbound calls to customer to validate customer details and post sales service
- Responsible for making outbound calls to customer to negotiate and retain their business
- Agile agent for Sales Fulfillment and Inbound Sales Team

Convergys Philippines Corporation

Customer Service Representative

May 9, 2011 - May 23, 2016

- Resolves customer service issues by processing transactions
- Assist customer on web navigation
 - Responsible in answering and resolving customer inquiries through email

Vision X Inc.

Customer Care Professional

Financial Account

July 9, 2007 - September 20, 2010

- Handles cardmember inquiries regarding account balance and concern
- Assist cardmembers disputes on their transactions
- Provide customers the benefit and services of their card product

PeopleSupport Phil., Inc.

ERep/Travel Specialist

November 28, 2005-July 3, 2007

- Assist passengers' inquiries regarding flight and car reservations
- Make exchanges on existing reservations for passengers
- Help passengers to make booking or exchanges on the website
- Work on payout queues and escalations call back queues

Collection Associate

March 7, 2005 - November 25, 2005

- In charge of collecting liabilities of client through outbound and inbound calls
- Follow up on payments

Vision X Inc.

Sales Representative

August 3, 2003 - December 16, 2004

- Calls prospective residential customer
- Sells local and long distance phone lines catering US market

Walter Mart Dasmariñas Inc.

Marketing Staff

April 16, 2000 - December 31, 2000

- Handles customer inquiries and complaint.
- Coordinate with Store Manager and Marketing Manager regarding marketing plans.
- Execute all marketing plans

Philippines Yearbook

Editorial Assistant

September 24, 1999 - March 4, 2000

- Updates information on CD-ROM project
- Provides feedback of clients to the Reference Editor
- Performs other duties assigned