

## **KIMBERLY SJ. LASALA**

4420 Dallas Street

Bangkal, Makati City

0918-220-4780 (Mobile)

[lasalakimberly@gmail.com](mailto:lasalakimberly@gmail.com)

---

### **Employment:**

#### ***Zalora Philippines***

Bonifacio Global City, Taguig

#### **Email & Chat Support Representative**

March 16, 2015 – March 19, 2018

#### **Key Responsibilities**

- Professionally handle high volumes of incoming inquiries from customers
- Thoroughly and efficiently gather customer information, assess and fulfill customer needs and educate customer where applicable regarding products and services
- Resolve customer issues via one touch resolution guidelines and/or escalated process

#### ***Sykes Asia, Inc.***

Glorietta, Ayala Center, Makati City

#### **Customer Service Agent**

June 23 – October 27, 2014

#### **Key Responsibilities:**

- Answer inquiries and provide information to customers
- Explain the type and cost of services offered
- Arrange for billing services
- Receive payments
- Access and process information

#### ***Ocwen Business Solutions, Inc.***

Two Ecom Tower, Bayshore Avenue, Mall of Asia, Pasay City

#### **Customer Care Coordinator**

March 03 – May 22, 2014

#### **Key Responsibilities:**

- Handle loan related customer inquiries over the loan servicing toll free telephone number for pre foreclosure to delinquent accounts. Appropriately follows up with customers when commitments for payment are not met
- Logs all borrower contacts into the loan servicing system
- Offer long term resolutions to customers to resolve delinquency

**Convergys Philippines Services Corporation**

Glorietta 5 Building, Ayala Avenue, Makati City

**Sales & Service Representative**

September 16, 2011 – January 04, 2014

Key responsibilities:

- Set up payment arrangements and/or process payments
- Answer & respond to customer requests or inquiries concerning services, products, billing, equipment and etc.

**Teleperformance Philippines**

North Wing, Mall of Asia, Pasay City

**Customer Service Representative**

February 02, 2010 – August 02, 2011

Key responsibilities:

- Answer customer requests or inquiries concerning services, products, billing, equipment and etc.

**Expitrans Philippines Inc.**

Rufino Pacific Tower, Ayala Avenue, Makati City

**Telesales Account Manager (Outbound)**

January 12, 2009 – January 12, 2010

Key responsibilities:

- Telemarket merchant services and set up appointments
- Call and close a deal on appointments

**Business Concierge Enterprise (BCE)**

Rufino Pacific Tower, Ayala Avenue, Makati City

**Administrative Assistant & Receptionist**

March 24 – September 30, 2008

- Assistant to office secretary & front desk receptionist

**Japanese Architecture Office (JAO) Consultancy Inc.**

Cityland 10 Tower II, Salcedo, Makati City

**Administrative Assistant & Receptionist**

March 26 – September 27, 2007

- Assistant to office secretary & front desk receptionist

## **Skills:**

- Interpersonal and communication skills
- Excellent customer service skills
- Sales and negotiation
- Multitasking
- Office administration
- MS Applications and Internet proficient
- Basic knowledge in Adobe Photoshop
- Short handwriting
- Decision making/Problem solving
- Critical thinking
- Fluency in both written and spoken English

## **Education:**

*University of Makati, J.P. Rizal Extension, Makati City*

**College of Business Administration**

*BS in Office Management*

*Saint Mary's Academy, Pasay City*

Graduated Elementary and High school

## **On- the-Job Trainings:**

*Blue Cross Inc.*

*Makati Avenue, Makati City*

*Policy Output Editor/ Data Encoder (300 hrs.)*

*December 2005 – May 2006*

*Makati Sports Club Inc.*

*Salcedo Village, Makati City*

*Assistant to HRD Supervisor (150 hrs.)*

*July – October 2005*

*University of Makati*

*J.P. Rizal Extension, Makati City*

*Assistant to Dean – College of Technological Management Dept. (100 hrs.)*

*November 2003 – May 2004*

**Personal Information:**

Nationality : Filipino  
Date of Birth : October 10, 1985  
Place of Birth : Manila  
Gender : Female  
Civil Status : Married  
Religion : Roman Catholic