

# Dianne L. Briones

Block 2 Lot 34 Solcarville Brgy. Dita Sta Rosa City, Laguna 4026

09770353887

[brionesdianne719@gmail.com](mailto:brionesdianne719@gmail.com)

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A talented, dedicated, self-motivated, and trusted individual who have been working around the BPO industry for six years. I am looking for a challenging position in a reputable company in which I am able to perform the job assigned to me with the knowledge and experience that I have.

## July 2020 – October 2020

Digital Customer Care Representative (Process Analyst), Customer Frontline Solutions (3 months fixed term/ Contractual)

As a Digital Customer Care Representative, I work as a Customer Service Representative for Meralco, answering queries through their Social Media channels, including Facebook Live Chat, replying through comments made by consumers through Facebook and Twitter. Also creating reports for incidents and complaints to be directed to the Business Center.

## February 2020 – August 2020

Customer Service Representative, RMS Collect Phils. (IQOR)

As a Customer Service Representative for one of the biggest US Telecommunication Company in the US, I handle a tier two account dealing with mixed services from the said company, Including Mobility, Cable and Internet. Answering queries about billing, subscription and other services being offered by the company store directions activation etc.

## July 2015 – December 2019

Senior Customer service Specialist, Teleperformance Global Philippines

As a Customer Service Specialist, I work for a US Healthcare account, I take inbound calls helping patients' doctors and service providers with product orders customer inquiries and service scheduling for clinics for the Healthcare account's offices all around United States. After two years the whole account has transitioned into Back Office where we became a part of the team called SLEEP Central Eligibility and Qualification. We process orders for supplies used on a machine called CPAP (Continuous positive airway pressure machine) that treats Obstructive Sleep Apnea a sleep disorder. It is up to the eligibility and qualification team to capture all necessary data and process the order to the point that minimal follow-up contact is required. This also include acquiring credit card information using secured application that is used for future charges that may occur during the order processing, which also includes the usage of a POS device.

## August 2014 – February 2015

Customer Service agent, Sykes asia inc.

As a Customer Service Agent for a Canadian Telecommunications Account, I serve Prepaid service customers with product inquiry, customer complaints and account transition from Prepaid to Postpaid.

## April 2013 – June 2014

Quality Control agent, Scopeworks Asia Inc.

As a Quality Control Agent, I work as a transcriptionist for a US Ditech account, where I work Graveyard Shift in where I transcribe or convert Voice mails into text messages.

## Education

2010 – Digital Arts and Design, Malayan Colleges Laguna

2007-2009 – Bachelor of science in nursing, University of perpetual help Dr. Jose G Tamayo Medical University

## Skills

- Average to advance English Communication Skills
- Ability to Multitask
- Product Knowledge
- Computer Knowledge
  - Adobe Photoshop/ Adobe Illustrator
  - Microsoft Word, Excel and Power Point

- Problem Solving
- Customer Service

## Certificates

### Employee Learning and Development Courses

- Email Etiquette           06/07/2018
- Active Listening            06/12/2018
- TEAMWORK                07/31/2018

## Character References

Joven Velarde, SUPERVISOR, TELEPERFORMANCE MCKINLEY PHILIPPINES

09062562619

Cristine Joy Confesor Briones, Outlet Manager, Kitchen City Express

09757160370

Red Randolph Brillantes, Sales Manager, former Product Trainer at Sykes Asia

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I hereby declare that above-mentioned information is correct to the best of my knowledge and belief.