



Angelica Lou N. Esguerra

Mobile: 09171082040

e.angelicalou@gmail.com

OBJECTIVE

A highly motivated, goal-oriented, bilingual candidate looking for a role in a customer service where customer service skill, pleasing personality, and communication skills will add value.

Skills

- Bilingual, Korean and English, oral and written
- Years of experience in a fast-paced customer service-oriented environment
- Excellent customer service skills
- Ability to multi-task and resolve issues in a deadline driven environment

Languages Spoken: Filipino, English, Korean

SIGNIFICANT EXPERIENCES

Part-time freelance translator

- Catering English, Korean and Tagalog translation, offline subtitling, and closed captioning.

Korean Content Moderation Analyst- Korean/ English Bilingual Open Access BPO

6780 Ayala Ace. 3rd Flr. Makati, Philippines 1226 *May 11, 2020- November 10, 2020*

- Validates customer eligibility to company promotions via submitted documents per company/client guidelines

Customer Care Associate - Korean/ English Bilingual, Destinations of the World

Unit 404 4F Shaw IT Center corner Nueve de Pebrero Street, Shaw Boulevard, Mandaluyong City

September 10, 2018- present

- Facilitated business to business transactions for Hotels, travel agents, and other related clients

Customer Care Representative - Korean/ English Bilingual, HKT Teleservices

10/F Unionbank Plaza Building, Meralco Avenue, Ortigas Center Pasig City

July 5, 2018- September 8, 2018.

- Facilitated calls, emails and chats from customers
- Supports inbound and outbound calls
- Supported an Airline client

Customer Care Representative - Korean/ English Bilingual, Teleperformance

EDSA Central, IT Center 2, United Street, Corner. EDSA Greenfields Mandaluyong City

October 19, 2015- July 4, 2018

- Works to consistently meet all established goals and metrics
- Reviews and manages messages posted by customers on social media
- Facilitated calls, emails and chats from customers and related clients

- Supports inbound and outbound calls
- Prepares status reports as required by client
- Supported an online cosmetic merchandise and car rental account

Customer Care Sr. Assistant - Korean/ English Bilingual, Xerox Business Services (Conduent)

8/F One-E Com Centre Bldg. Cor. Harbor Drive & Sunset Ave., Mall of Asia Complex, Pasay City

Sept.9, 2013-October 16, 2015.

- Worked to meet metrics provided by client
- Back Office HR support: uploaded employee data and payroll
- Supports inbound and outbound calls
- Provided offline assistance to offshore colleagues and clients

EDUCATION

CAP College Foundation, INC. – A.B Psychology *currently attending*

Polytechnic University of the Philippines – B.A. Mass Communication *Undergraduate*

Las Pinas National High School - Golden Acres Annex, Las Pinas City

Graduated in the top 10% of the class, Awarded Best in English

Character references will be available as requested