



## KATHLEEN YUSON

Customer Service Executive with over 5 years of experience in a call center setting, including customer care, sales and data entry. Familiar with major customer care software, conflict resolution and possess a positive attitude.

### SOFT SKILLS

- ✚ Active Listening
- ✚ Decision-Making
- ✚ Empathy
- ✚ Focus
- ✚ Politeness
- ✚ Time Management
- ✚ Leadership
- ✚ Willingness to learn
- ✚ Positivity

### HARD SKILLS

- ✚ Phone
- ✚ Email
- ✚ Zendesk
- ✚ Hubspot
- ✚ Microsoft Office Suite
- ✚ Excel
- ✚ LiveChat

### VITALS

Block 9 Lot 22 Cottian Street Camella Heights Cararayan Naga City Camarines Sur 4400

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E kathleencyuson@gmail.com

## EXPERIENCE

### DYNATA | MARKET RESEARCH INTERVIEWER

MAY 2021 – CURRENT

- Generate marketing research studies by interviewing survey respondents
- Conduct an average of 12 market research surveys per day
- Create accurate & detailed entry of responses into CATI system for client review
- Received monthly recognitions for top producer for survey completions

### SUN LIFE PHILIPPINES | FINANCIAL ADVISOR

APRIL 2021 – CURRENT

### HIPVAN PTE LTD | CUSTOMER SERVICE EXECUTIVE

SEPTEMBER 2015 – SEPTEMBER 2019

- Handle 90+ calls daily, with duties including processing returns and exchanges for defective products, wrong item deliveries, cancellations of orders and tracking deliveries.
- Handle 50+ tickets in Zendesk while also doing live chat in Zopim plus Facebook Messenger
- In charge of training new employees about the process, KPIs and how to use sign up in Zendesk and in-house CRM tool.
- Suggested and executed a new Cancellation and Return Policy resulting in a 10% decrease in cancellations
- Received an average of 90% customer satisfaction

### JPMORGAN CHASE & CO | CHARGEBACK SPECIALIST

JULY 2012 – JUNE 2015

- Point person of all QA related questions
- Consistently received top productivity certificate
- Employee of the year – 2011 and 2012
- Created and delivered the right solutions to the customers to resolve delinquency, directly impacting the risk of loss to the Bank

### IBM DAKSH | CUSTOMER CARE SPECIALIST

AUGUST 2009 – JUNE 2012

- Accurately and rapidly transcribes data from source documents into computer
- Reviewed spreadsheets for accuracy and corrected errors
- Maintained and updated files as necessary
- Performed other work as required or assigned

## EDUCATION

### OUR LADY OF FATIMA UNIVERSITY

Graduated Bachelor of Science in Hotel and Restaurant Management with a Certificate in Bar Exposure Program