



Gleiza Isabel C Naive

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SUMMARY OF SKILLS AND CAREER HIGHLIGHTS:

Customer Service: Email / Chat / Phone Support – 5 years of handling customer inquiries about a certain product through email, chat, and phone calls.

Lead Generation and Sales Rep – 5 years of utilizing all tools to get many leads and convert them into sales.

Admin Support - managed WordPress site, CRM database (Active Campaign), ZAP (IT Tool), etc. tools that are necessary for a home-based job.

EMPLOYMENT HISTORY:

Customer Service Specialist (Financial Account)

EXL, Cebu (WFM set-up)

2Quad Bldg., Ayala Business Park, Cebu City

August 2020 - present

- Assists customers with questions regarding their financial retirement plan
- Assists customers who want to withdraw or take out a loan from their retirement plan
- Transfers calls to appropriate departments if issues are out of scope of support
- Account explanation, website walk-throughs, etc assistance

Customer Service Specialist / Lead Generation and Sales Rep

The Australian Institute of Professional Pathways - AIPP (home based)

Sydney Office: George St., Sydney, NSW

October 2015 – March 2020 – Full-time

- Assists customers through email, chat, calls with their concerns regarding internships
- Prepares email marketing campaigns for onshore & offshore prospective students
- Manages social media
- Manages CRM called Active Campaign
- Posts jobs advertisements to different job sites
- Manages other tools such as WordPress, Jotform, Zap, Asana, Tawkto
- Technically savvy with your computers

Billing Representative (Verizon)

Accenture

Robinsons Cybergate Building, Cebu

March 2014 – June 2015

- Assists customers' inquiries regarding their invoices, disputes, services, phone lines, internet, etc.
- Responsible in managing customers' active account information
- assists customer's VOIP system

Data Entry Specialist

Talleco

Ayala Business Park, Cebu

September 2012 - February 2013

- Posts job advertisements to different international job sites
- Coordinates with different departments should there be any issues regarding posting ads

Technical Support Representative (AT&T)

Sykes Asia

Panagdait, Mabolo, Cebu

October 2011 - April 2012

- Troubleshoots internet connection issues of the customers
- Learnt how to think quick in order to resolve the connection issues
- Creates tickets for tech dispatch in case issue is outside AT&T's premises

Sales Representative (Hewlett & Packard)

Teletech

A.S Fortuna, Mandaue City, Cebu

June 2010 - December 2010

- Sells printers, laptops, desktops, and other HP computer accessories to customers
- Upsells and cross-sells products
- Coordinates with HP technician regarding technical issues customers were facing after purchasing the items

Technical Support Representative (Mobile Phone Account)

Qualfon

I.T Park, Apas, Cebu

November 2009 - March 2010

- troubleshoots wifi connection, phone settings, phone configuration
- answers customers' inquiries regarding data plan
- offer discounts and free plans to new subscribers
- assists new account subscribers

EDUCATIONAL ATTAINMENT:

Surigao Education Center

June 2005 - April 2009

Surigao City, Philippines

Major: Business Administration

College Graduate

LANGUAGE:

English, Tagalog

CHARACTER REFERENCES:

M.s Charo Paragas

Former co-worker

AIPP Company

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Mr. Omar Kevin Moscoso

Manager - Customer Care Team

AIPP Company

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