

# LALAINE B. CHAVEZ

## EXPERIENCE

### **Concentrix (formerly Convergys)** **Advisor II, Sales**

Makati City  
July 2018 - August 2019

- Answer incoming calls and provides assistance for the customers' vehicle and explain the importance of the product.
- Send signals to the customers' vehicle and explain the importance of the product.
- Take payment information and explain the bill.

### **Startek** **Technical Support Representative**

Makati City  
August 2016 - July 2017

- Attracts potential customers by answering product and service questions, suggesting information about other product and services.
- Resolves product or service problems by clarifying the customers' concern, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting corrections or adjustment, and follow up to ensure resolution.
- Take payment information and other pertinent information such as addresses and phone numbers.

### **Alorica (formerly West Contact Services)** **Technical Support Representative**

Makati City  
August 2016 - July 2017

- Answers incoming customer calls and provides assistance for Cable box and Modem activation and troubleshooting.
- Sends activation signal to customers' Self Activation Kit (Cable box and Modem.)
- Provides answers to customers by identifying problems, researching answers and guiding customers through corrective steps.
- Interacts and coordinates with other departments to resolve customers' issues and concerns.



## CONTACT

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 lalaine\_avril@yahoo.com

 1858 Mayon St. Punta, Sta. Ana, Manila

## EDUCATION

2002 - 2003

**Far Eastern University**  
BSBA Major in Business  
Management

1998 - 2002

**Saint Francis School**  
High School

## SKILLSET

- Great attention to detail.
- Active listening skills.
- Strong work ethic.
- Good communication skills.
- Troubleshooting skills.
- Creative thinking skills.
- Service and support.

## EXPERIENCE

**Teleperformance (formerly Aegis People Support)** Makati City  
March 2014 - November 2014

**VISA (Issuer Analyst)**

- Make sure all customers' information is correct.
- Process payment cancellation service.

**Origin Energy (Executive Operations)**

- Renew customers' contract.
- Process product change through the system.

**United Energy (Executive Operations)**

- Exchange customers' old meter to smart meter through the system.
- Encoding customers' information.
- Make sure all data is correct and up to date.

**Sanyo Electric Industrial Corporation** Hiroshima, Japan

**Electric Machinery and Apparatus Assembler/Inspector**

September 2005 - September 2008

- Assembles prefabricated parts on an assembly line, or at work bench using power tools.
- Perform minor repairs to products rejected from production assembly line.
- Set up assembly line with materials and supplies required for production and set up and adjust production tools.
- Identify and mark acceptable and defective assemblies and return faulty assemblies to production repair.
- Collect records and summarize inspection results.

## OTHER ACHIEVEMENT

Elected as **SK Chairman** in our Community 2002 - 2005

The **Sangguniang Kabataan (SK) (Youth Council)** is the governing body in every chapter of the Katipunan ng Kabataan (Youth Federation) in Philippines. It is the local youth program and projects implementation partner of the government and it serves as the local youth legislature in the village.

During my tenure:

- I initiated policies, programs and projects for the development of youth in our respective political territories.
- Got a chairmanship of the Committee on Youth and Sports, one of the standing committees in the Barangay.
- Represented the Barangay in the Municipal or City federation and became a member of the Metropolitan Federation.

## TRAININGS ATTENDED

**Basic Japanese Language**

May 2005 - August 2005  
New Diversified Foundation Inc.  
Boni, Mandaluyong City

**Japanese Language N5 Level**

October 2020 - March 2021  
Lyceum of Makati  
Makati City

**Japanese Language N4 Level**

February 2021 - June 2021  
Lyceum of Makati  
Makati City

## PERSONAL INFORMATION

Birthday: February 9, 1985  
Birth Place: Manila, Philippines  
Height: 157 cm.  
Weight: 143 lbs.  
Nationality: Filipino  
Language Spoken: English, Tagalog and Japanese  
Religion: Roman Catholic

## CHARACTER REFERENCES

**Atty. Jeffrey R. Ramientas**

*Private Lawyer*  
Makati City  
0917-7898058

**Mr. James Jaramillo**

*Team Leader*  
Teleperformance Philippines  
0917-9247763

**Chairman Doc Fernando Mercado**

*Barangay Chairman*  
Barangay 900 Zone 100  
0977-8069853