



Karla Ysabelle Licudine

OBJECTIVE: To obtain a position in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.



karlaysabellelicudine@gmail.com



09190732463/ 09686927775



Unit 46 NHA Bldg 5 Dagupan Ext
Gagalangin Tondo, Manila

SKILLS

Account Management

Adaptability

Interpersonal Skills.

Active Listening

Leadership

Team Work

Customer Service

Communication Skill

Salesforce (CRM)

LANGUAGES

English

Full Professional Proficiency

Filipino

Native or Bilingual Proficiency

WORK EXPERIENCE

Customer Service Specialist

AXA Philippines

06/2019 - Present

Makati City

Achievements/Tasks

- Tasked to handle customer concerns, upsell, retain clients, callouts to keep clients updated

Partner Care Specialist

Directories Philippines Corporation

08/2017 - 04/2019

Makati City

Achievements/Tasks

- Tasked to keep Yellow Pages Advertisers through After Sales Service
- Overall responsible for account management

Contact: Shella May Carbungco - 09061787203

Technical Support Representative

Convergys San Lazaro

2016 - 2017

Achievements/Tasks

- Address technical concerns of clients

CERTIFICATES/ SEMINARS ATTENDED

DPC Customer Service Experience Training (2018 - 2018)

DPC Place Building, Makati City

Digital Sales Certification (2019 - 2021)

2015 Strategic Marketing: "Going Global (2015)

Philippine Marketing Association, November 29, 2015 SMX Convention Center, Pasay City

2015 PANAnaw Awards

PPana Foundation, November 28, 2015 World Trade Center, Pasay City

2014 Strategic Marketing: "Turn Around Marketing"

Philippine Marketing Association, July 25, 2014 CCF Center, Pasig

2012 Strategic Marketing Conference for Students

Philippine Marketing Association, July 31, 2012 MOA Arena

EDUCATION

BSBA Marketing Management

Pamantasan ng Lungsod ng Maynila

2012 - 2016

High School

Lakan Dula High School

2010 - 2012

High School

Saint Augustine's School

2008 - 2010