

**Theresa G. Soliven**  
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**Personal Information:**

Age: 37 years old  
Date of Birth: Sept. 24, 1984

**Educational Background**

Primary: Holy Trinity Academy / March 1996  
Secondary: Sacred Heart Academy / March 2002  
College: Centro Escolar University / March 2006 (Bachelor of Secondary Education major in Physical Education & Music)

**Employment History:**

EV SOLIVEN & ASSOCIATES  
Secretary  
Apr 2000 - Jan. 2006

**Work Description**

Filing cases, mailing letters to different clients all around the globe, notary service, research and collections.

**VCONNECT INC.**

Customer Service Representative (Outbound campaign, Appointment Setter)  
July 2006 - Feb 2011

**Work Description**

Outbound account, calling customers to join the organization & be a volunteer in mailing letters to neighbors, friends & family members to help the American Diabetes Association in spreading awareness against diabetes.

**GENPACT PHILIPPINES LLC**

Customer Service – (Assistant Team Lead)  
March 2011- May 2014

**Work Description:**

As assistant team lead, I took phone calls from customers filing a complaint against the store employees, quality of the products, store appearance, assisted store employees about their schedules, attendance, complaint against own store managers. I also handled

manager calls, timesheets of my agents, coaching, mentoring, monitoring of quality calls, uptraining and created incentive process for the agents.

### **CGI PHILIPPINES**

Resolution Specialist

October 2014 – April 2016

#### **Work Description:**

Sending email confirmation to customers based on what the concern is, processing payment allocation request, sending invoices, doing outbound calls to customers to provide updates about the open case.

One on one coaching session with the frontline agents based on the outcome of their cases submitted to RS team and sending feedback/kickback to frontline agents.

### **REMITLY INC.**

Customer Service Representative

September 2016 – December 2018

#### **Work Description:**

Inbound/Outbound calls, email and chat with live customers checking for the status of their remittances. Assisted customers in sending money back home, helped them to create an account, assisted the recipient's in claiming the remittances. Outbound call with our partners to check the status of the transfers and assistance for payout release.

### **Justlogin**

Senior Customer Advocate

March 2019 – September 2021

#### **Work Description:**

Provides support about HR services via phone, chat and email.

Creating account credentials for clients.

Managing client's timesheet, leave and payroll inquiries.

**Character reference is available upon request.**