CAROLINE EDOLMO BARRERA

Address: 896 Caldera St. Sulipan, Apalit Pampanga
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PERSONAL INFORMATION:

Age	:	28 years old
Gender	:	Female
Date of Birth	:	May 15, 1993
Place of Birth	:	Olongapo city
Citizenship	:	Filipino
Religion	:	Roman Catholic
Civil Status	:	Single
Weight	:	50kgs
Height	:	5’3
Dialect	:	English/tagalog

EDUCATIONAL INFORMATION:

Bachelor of Elementary Education - La Consolacion College (2009-2010)

OBJECTIVE:

To work for a progressive organization in a highly motivating and challenging environment that provides the best opportunities to grow and utilize my potential to the fullest to achieve the organization’s goal while achieving my personal goals.

WORK EXPERIENCE:

January 2014 – October 2015

Company : Startek Makati
Position : Technical Support Specialist (Cincinnati Bell account)

DUTIES AND RESPONSIBILITIES:

- I used to handle customers who had an issue with their internet.
- Able to do troubleshooting on wireless and internet.
- Able to check if customers have a slow connection and no internet and was able to troubleshoot.
- Able to send technicians to customers' place as a last resort if troubleshooting didn’t work.
- Help customers set up their modem.
- Troubleshoot for their computer and device if not connected to the internet.

February 2016 – July 2016

Company : Teletech Pampanga
Position : Customer Service Representative (T-Mobile account)

DUTIES AND RESPONSIBILITIES:

- Was able to help customers on general inquiries such as account balance, bill due date etc.
- Able to address customers' issues about their bill especially when the bill is high.

- Was able to help customers understand their bill by explaining.
- Upselling additional lines, new phones and accessories.
- Able to suspend customers' accounts as requested.
- Do basic troubleshooting.

November 2016 – December 2020	Company	:	Alorica Clark
	Position	:	Customer Service Representative (T-Mobile account)

DUTIES AND RESPONSIBILITIES:

- Was able to help customers on general inquiries such as account balance, bill due date etc.
- Able to address customers' issues about their bill especially when the bill is high.
- Was able to help customers understand their bill by explaining.
- Upselling additional lines, new phones and accessories.
- Able to suspend customers' accounts as requested.
- Do basic troubleshooting.

February 21, 2021 – May 30,2021	Company	:	Project Based
	Position	:	Customer Service Representative (Retail Contact Center (non voice)

DUTIES AND RESPONSIBILITIES:

- Emailing customers about the product that they purchased.
- Updating the address of the customer.
- Acknowledging the item that customer sent to the warehouse.
- Processing refund.