

Jenni Lanuza

Full name: Jennibeth T. Lanuza

Email: jennibethlanuza@gmail.com

Mobile: +639701641804

Viber: 09701641804

Address: Blk 8 Lot 2 Blueridge St. Ridgemont Exec. Vill. Brgy. San Isidro Taytay Rizal



HIGHLIGHTS OF QUALIFICATIONS

- ✓ Working with a US Base CRM provider for US Brokerage and Agents
- ✓ Worked as a **Senior Analyst** in **ADP** a **US Based Payroll Company**
- ✓ Worked as a **Manager** of a **Transportation Company** for International School's (**Lycée Français de Manille** and **German School Manila**) for almost 4 years
- ✓ More than 6 years of working in a **call center setting**.
- ✓ Worked with the biggest telecommunications company in the United States like **AT&T** and **Comcast**.
- ✓ Worked at the communications department at **RC Hotels Pte Ltd** which serves **Fairmont Singapore** and **Swissotel the Stamford** both prestigious **5 star hotel in Singapore**.
- ✓ Provides **guest needs and enquiries** both in house and walk in guest.
- ✓ Provides **Support, Trains new employees and Assess their Qualities** if they are qualified to be in the production floor.
- ✓ Handled calls / emails / chat support – 8 to 12 hours a day regarding inquiries about their Services like High Speed Internet, Cable TV and Voice over internet protocol.
- ✓ Provide customers not only **SATISFYING** experience but also make them **VERY SATISFIED CUSTOMERS**.

PROFESSIONAL EXPERIENCE

Customer Success Manager
RENREN (Geofarm and Chime)

January 15, 2022 - present

- I have a designated client assigned to me that I will work on which are US brokerage and agents.
- Onboarding of the client for them to know how to use CRM and how the process every month will be.
- Keeping track of their financial obligation
- Working with their postcard every month
- Assisting on how to get leads
- Answering their question with our CRM website
- Troubleshooting for any errors
- Working with Finance and the Tech team
- Scrub Mailing list
- Zendesk chat, calls and email technical support

Manager
JENT TRANSPORT

April 2016 – March 2020

- Manager of the School Transportation of European International School • Providing real time updates to parents on their children's location
- Contact person of parent's complaints and request for the company and school request
- Making sure that all routes are prepared and organize
- Handling employees and training them of the safety precautions of students during trips
- Coordinating with the school and parents' protocols for emergencies

SENIOR ANALYST
ADP PHILIPPINES

September 2014 – April 2016

- Assisting US Based companies do their payroll
- Knowledge about US Taxes and its laws
- Assisting company Supervisors and Finance Department on errors they may encounter during encoding of salaries
- Assistance with new employees' profile
- Assist questions regarding certain deduction questions
- End of day report

COMMUNICATIONS SERVICE EXECUTIVE II, III and IV

August 2012-August2014

RC Hotels Pte Ltd: Fairmont Singapore and Swissotel the Stamford Hotel

- Monitoring Employee jobs if being met
- Making sure all systems are up and running if not reporting to the corresponding department
- Liaising with all other departments request for phones and other equipments of the hotel related to communications e.g polycom, phone handset
- Pacify irate and complaint guest
- Ensuring smooth operations and manning
- Admin works and the like
- Follow ups on service request from outside contractors
- End of day report

COMMUNICATIONS ASSISTANT

July 2011- Aug 2012

RC Hotels Pte Ltd: Fairmont Singapore and Swissotel the Stamford Hotel

- Assist guest in connecting to the internet for both wired and wireless connection through the phone.
- Walkthrough guest in troubleshooting internet issues such as no connectivity, intermittent and slow browse.
- Gives wake up call to guest especially for Airline crew and group wake up calls.
- Provides in-house guest needs such as amenities and the like.
- Process fax and email sent to in house guest or general enquiries.
- Arrange limousine transfers and restaurant reservations.
- Turning moments into memories.

TECHNICAL SUPPORT REPRESENTATIVE / CONSULTANT

Dec 2009 - July 2010

Team: AT&T UVERSE customers for United States of America

SUTHERLAND GLOBAL SERVICES

- Technical Support of High Speed Internet - troubleshooting Operating System, browser and email issue, connectivity problems and program issues.
- Technical Support of Voice over Internet Protocol - no dial tone, static line, and totally no service.
- Technical Support of Cable TV - input, aspect ratio, EPG, no signal, static and no service issues.
- Sales support - inquiry about products, upgrade concerns.

- Billing Support - payment processing, bill inquiry, manage disputes.
- Dispatch Support - dispatch technician for issues that needs repair or replacement for the devices.
- Retention Support - give promos and adjustment in able to save a customer from disconnecting their services.
- Ensures that customers meets a world class Customer Service.

FLOOR SUPPORT

Jun 2008 to Nov 2009

Team: ALL TEAMS

TRANSCOM WORLDWIDE SERVICES

- Supports the new employees on the production floor in their 1-month training on taking live calls.
- Orients and trains new employees of about 25 people - that will be my team for a month. Then once they have been endorsed to the production floor I will be given a new set of new employees to train.
- Meet the trainees, after each day of work, to discuss any new challenges that they had encounter for them to share to the group so that they will know how to deal with these kinds of situation.
- Audit their calls and assess their knowledge on the product and how good they are on their customer service ability.
- Communicates with the supervisors and managers regarding the growth of the new employees and decides if they are qualified to be in the production floor.
- Ensures that they meet the KPIs like Quality, Schedule adherence and their Customer Service Assessment Tool.

CUSTOMER SERVICE REPRESENTATIVE

Jan 2008 to Jun 2008

Team: Comcast - Customer in Eastern United States of America

TRANSCOM WORLDWIDE SERVICES

- Assist customer in the activation of their cable box for their cable TV
- Sales Support - inquiry about products, upgrade concerns.
- Billing inquiry - payment processing, bill inquiry.
- Basic Troubleshooting for cable services like input, aspect ratio, EPG, no signal, static and no service issues.
- Discuss upgrade opportunities on customers.

SKILLS & QUALIFICATIONS

Technical Skills

- CRM
- Zendesk
- Customer Assist
- Ribbon
- Workspace
- Citrix
- Praesto
- Opera system
- Switch board
- SCANR
- CRM Clarify
- Talisma
- CMS
- My CSP
- UBBT
- Silver Fox
- Cable Data
- ACSR
- Grandslam
- Comtrac
- Remedy

Personal Strengths

- Motivated and enthusiastic about developing good relations with clients.
- Professional in appearance and presentation.
- Highly organized and systematic
- Technology-oriented
- Able to handle multiple tasks and projects simultaneously.
- Readily accepts business challenges.
- Meet or exceed all business objectives.
- Excellent interpersonal and communications skills both written and oral.
- Fast Learner and is confident to work in multi-cultural environment.

KEY ACCOMPLISHMENTS

Professional

Managing 40 staff with the Transportation company

Promoted from Communications Assistant to Communications Service Executive II, III and IV in a span of 2 years

RC Hotels. ,August 2012-August 2014

Berlitz Passer - English Proficiency Exam

AT&T Inc., July 2010

Promoted from Customer Service to Floor Support

Transcom Worldwide, June 2008

Undergone multiple **Basic Life Support- First Aid Training**

EDUCATION

Tertiary

2006-2007

Bachelor's Degree Holder

Perpetual Help College Manila

Bachelor of Science - Major in Nursing

October 2007

2003-2006

Centro Escolar University

Bachelor of Science - Major in Nursing

June 2003 - March 2006

Secondary

La Immaculada Concepcion School

Secondary Diploma,

March 2003

PERSONAL DETAILS

Date of Birth

15 September 1986

Gender

Female

Civil Status

Married

Availability

Immediately

Location

Philippines (very much willing to immigrate to Canada)