

# Sherelyn Dioneo

Binangonan, Rizal, Philippines  
+63 905 8265570 - sdioneo08.sd@gmail.com

## Summary of Qualifications:

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- Over 8 years of experience in Customer Service.
- Excellent in providing good customer service and sales experience.
- Strong in sales, customer service, communication and decision making.
- Recognized as one of the best of the best employees.

## Work Experience:

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**August 2021 - April 2022**

### **CONTENT MODERATOR**

#### **Acquire BPO**

- Reviewed users' chats, images, and audio uploaded to remove offensive, inappropriate and harmful content before it reaches the online game platform.
- Ensured to hit a certain number of moderated targets daily.
- Provided quality work to hit the target QA scores monthly.

**October 2017 - April 2021**

### **CUSTOMER SERVICE ASSOCIATE**

**Quantrics Enterprises Inc. (Bell Canada Outsourcing Company)** - Taytay, Rizal, Philippines

- Provided professional and efficient support to Canadian Bell mobility customers quickly and efficiently.
- Issued refunds and price adjustments in compliance with company policies.
- Offered products and services that add value and help customers understand the benefits of their services while maintaining a positive customer experience and adhering to standards, policies, compliance and procedures.

**March 2016 - August 2017**

### **TECHNICAL SUPPORT REPRESENTATIVE**

**TPG Telecom (TPG Australia Outsourcing Company)** - Pasig, City, Philippines

- Ensured superior customer experience by responding to technical support needs of customers.
- Delivered high-level service by identifying and solving technical issues of their internet service with a variety of diagnostic tools.

- Dispatched technicians to customers' houses if needed, to provide further services checks and repairs.

**September 2012 - August 2015**

**CUSTOMER SERVICE ASSOCIATE**

**Convergys Philippines Corp.** - Pasig, City, Philippines

- Provided superior and professional support to the customers of a US Telecommunications company.
- Resolved customer service or billing complaints by performing activities such as refunding money or adjusting bills.
- Delivered high-level service by providing basic troubleshooting to customers subscribed service.

**January 2011 - July 2011**

**SALES ASSOCIATE**

**IVOG** - Pasig, City, Philippines

- Provided professional and efficient service by proactively making outbound calls to homeowners in relation to product inquiries.
- Offered products and services that add value and help customers understand the benefits of the product.
- Processed credit card payments rapidly and accurately.

**June 2010 - December 2010**

**SALES ASSOCIATE**

**PNI-KMPG Inc.** - Pasig, City, Philippines

- Provided professional and efficient service by proactively making outbound calls to homeowners in relation to product inquiries.
- Offered products and services that add value and help customers understand the benefits of the product.
- Processed credit card payments rapidly and accurately.

**Education:**

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**March 2004**

**Associate of Science in Computer Technology**

ACTS Computer College

Santa Cruz, Laguna, Philippines