



RC Lea Pantoja Buñales

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OBJECTIVE To obtain a position where I can maximize my skills and be able to contribute to the productivity, profitability and the broader societal role of the company.

WORK EXPERIENCE

November 2017 - Present

ANZ Bank Philippines

MDC 100 Building, Eastwood City, Libis, Quezon City, Philippines

Phone Banker

Provide exceptional customer experience through quality interactions that meet customers' financial transaction needs at the first point of contact

Undertake cash management requirements in an accurate and efficient manner in line with bank process and policy requirements

Work collaboratively with colleagues

Identify any product that may benefit the customers and refer them on to the relevant person or area of the Bank to help them further

Demonstrate living the ANZ Values with customers and colleagues

April 2008 - March 2014 Orchid Cybertech Services, Inc.

TPG Australia Telecommunications Company

21F Robinsons Equitable Tower, ADB Ave, Ortigas Ave, Ortigas Center, Pasig

Email Sales Support (non-voice)

Coordinates with new and existing customers via email

Processing orders by referring to price lists and product literature through various systems

Coordinates with internal and external counterparts to address customer needs

Inbound Sales Representative

Handling sales calls & email enquires in a professional manner

Listening to customers' needs & making product recommendations

Communicating clear and concise product information to customers

Processing orders by referring to price lists and product literature through various systems

Contributing to team effort by accomplishing related results as needed

Dealer Care Specialist

Provides quality service through email and over the phone to all Dealers of SoulAustralia

Process new connections / disconnections for Homephone, Internet and Mobile Services

Process new sales for Australian dealers and gives assistance in maintaining their customer's account.

December 2003 - January 2008

Hinduja Global Solutions (HTMT)

86 E.Rodriguez Jr. Ave., Brgy. Ugong Norte Libis Quezon City

Quality Analyst - American Express Australia

Responsible for evaluating American Express (Australia) calls in an objective fashion

Responsible for reporting all behavior that does not conform to the quality standards

Designs and implements reports to establish patterns and trends of quality issues

Provides quantifiable data to all quality judgments that are made

Offers suggestions for continuous improvement of processes and systems

Internal Process Owner (ISO 9001, 27001)

Protects the organization's assets thru upholding the principles of Quality Information Security Management System (QISMS)

Ensures confidentiality, integrity, and availability of information critical to fulfilling the organization's business functions

Able to establish, implement and continuously improve the quality information security policies assigned to him/her.

EDUCATION

1998 - 2002 Philippine School of Business Administration Q.C. BSBA Major in Management

1995 – 1997 University of Santo Tomas España, Manila

1991 – 1995 St. Scholastica's Academy Marikina

1986 – 1991 St. Scholastica's Academy Marikina

SKILLS*Proficient in MS Office, Excel or Windows applications, Nice applications*

