

# Trisha Anne C. Sarte

**Present Address** : PSC 466 Box 60 FPO AP 96595  
U.S. Navy Support Facility, Diego Garcia, British Indian Ocean Territory

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Carmona, Cavite 4116 Philippines

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**Work Email Address** : [TrishaAnne.Sarte@us.kbr.com](mailto:TrishaAnne.Sarte@us.kbr.com)

## CAREER OBJECTIVE

Seeking a challenging opportunity where I will be able to utilize my knowledge, skills, abilities, and character traits that will allow me to grow personally and professionally.

## PROFESSIONAL SUMMARY

A dispatcher with extensive customer service experience who provides prompt service to callers and is skilled at coordinating schedules and field drivers. Exceptional organizational skills and attention to detail. Customer Service Representative with over 5 years of experience resolving complex customer inquiries. Building strong customer relationships and increasing customer engagement are all things I'm passionate about.

## SKILLS & EXPERTISE

- Customer Service
- Communication Skills
- Interpersonal Skills
- Problem Solving
- Stress Management
- Empathy
- Adaptability
- Microsoft Office (Outlook, Word, Excel, PowerPoint)

## EDUCATION

<b>College Undergraduate (1<sup>st</sup> year)</b> Bachelor of Science in Tourism Management Jose Rizal University (JRU) 80 Shaw Blvd., Mandaluyong, Philippines	2018-2019
<b>Senior High School Graduate with Honor</b> Humanities and Social Sciences (HumSS) Strand Polytechnic University of the Philippines (PUP) Apolinario Mabini Campus, Anonas St., Sta. Mesa, Manila	2016-2018
<b>High School Graduate</b> Gen. Emilio Aguinaldo Integrated School (GEAIS) J. Posadas St., Punta, Sta. Ana, Manila	2012-2016
<b>Elementary Graduate</b> San Vicente Elementary School San Vicente, San Pablo City, Laguna	2006-2012

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## PROFESSIONAL EXPERIENCE

**Position** : Transportation Dispatcher  
**Company** : KBR / Labor Support Services, Ltd.  
**Duration** : September 07, 2019, to Present  
**Work Location** : U.S. Navy Support Facility, Diego Garcia, British Indian Ocean Territory

- Provides scheduled and unscheduled taxi service to ensure passengers are picked up and dropped off at designated locations in an appropriately sized vehicle (e.g., the number of occupants per vehicle including the driver shall not exceed the manufacturer's designation) and transported in a safe and timely manner.
  - Provides scheduled shuttle bus services, COMPSRON, and MSC to ensure passengers are picked up and dropped off at designated locations, and transported in an appropriate, safe, and timely manner.
  - Ensures dispatchers brief all operators to complete an Operator's Report of Motor Vehicle Accident Standard Form (SF) SF-91 if they are involved in an accident.
  - Ensures dispatchers are cognizant of the Government's fuel conservation program, and trips are consolidated whenever possible.
  - The Dispatcher's Log (NAVFAC Form 9-11240/2) or activity-generated log shall be used to record all vehicles dispatched for all Class B and C pool vehicles. Encouraged to develop an electronic dispatch form. The Dispatcher's Log shall be retained for 90 days.
  - Motor Equipment Utilization Record (DD Form 1970) Trip Ticket shall be issued, and a Dispatch Log (NAVFAC Form 9-11240/2) shall be used to record all BSVE dispatched Class B and C pool vehicles.
  - Maintains an up-to-date listing of buses, taxis, and assigned drivers.
  - Assures that each scheduled route is appropriately covered by utilizing available relief or substitute drivers.
  - Operates two-way radio base stations; operates paging system as required; records radio communications as required.
  - Performs a variety of clerical support duties as assigned; type correspondence, memos, and other items; compile data from clearly defined sources and prepare reports; answer the telephone, route calls or messages; prepare and process requisitions; distribute mail.
  - Maintains data required for reports, such as mileage, passengers transported, and accidents.
  - Receives written, verbal or telephone requests for transportation.
  - Selects vehicles suitable for the purpose being requested.
  - Determines and assigns priorities for all but most difficult requests.
  - Checks all driver's licenses for validity before issuance of trip tickets.
  - Selects substitution or replacement of vehicles whether on dispatch, in the shop, or in the yard.
  - Dispatches the shuttle buses and taxis fleet.
  - Check trip tickets for completeness and information accuracy before the driver's duty dispatch.
  - Report all vehicle discrepancies and keep informed on shuttle and taxi status to Supervisor, Vehicle Operations occurring within the duration of duty.
  - Gathers and coordinates weather conditions, wind speeds, and related weather disturbances.
  - Performs recording of transportation operation activities including vehicles and personnel accidents and directly coordinates with the appropriate point of contact such as Safety Dept., BOSS Medical, Fire Dept., and HAZMAT if required most importantly to the Transportation Manager.
  - Acts on behalf of the Vehicle Operations Supervisor during his absence.
  - Maintains a safe, clean, sanitary, healthy, presentable, professional atmosphere, free of clutter, and trash in all working facilities and areas.
  - Performs other work-related duties and responsibilities as assigned to meet organizational/operational objectives.
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**Position** : Technical Support Representative  
**Company** : Alorica  
**Duration** : January 2019 – April 2019  
**Work Location** : Alphaland Southgate Tower, L30, Makati, Metro Manila, Philippines

- Focused on helping customers regarding their Internet, Home Phone, and TV services by giving and performing troubleshooting steps through inbound calls and outbound calls.
- Giving steps by steps procedures by doing remotes on their equipment such as modem boxes and TV receivers to provide them an accurate and reel time resolution.
- Scheduling a technician's appointment and replacement of equipment and boxes if necessary.
- Connect customers to other departments if they still have questions not related to our support and provide them with some self-help options.

**Position** : Customer Service Representative  
**Company** : Sykes Asia Inc.  
**Duration** : April 2018 - November 2018  
**Work Location** : Glorietta BPO 1 Office Tower, Hotel Dr., Ayala Center, Makati, 1224

- Focused on helping our client's bookings and reservations in accommodation, transfers, and excursions from their third-party supplier and with direct clients through inbound and outbound calls.
- Providing information such as booking/reservation dates, pick-up points, and pick-up times for the client's transfer and excursions.
- Helping the client to amend their specific booking and reservation by amending the dates, names of passengers, rates, and pick-up point and time.
- Transfer customers to the appropriate department that can assist if it is out of scope. Especially past and future dates since the department where I belong in the Emergency Department.

**Position** : Customer Service Representative  
**Company** : Sequential Technology International (Omniglobe International)  
**Duration** : April 24, 2017 - January 20, 2018  
**Work Location** : 8/F E-Commerce Plaza, Eastwood, Bagumbayan, Quezon City Philippines

- Focused on order processing our client's products that were ordered "indirectly" from their partners over the phone with customers through inbound calling or off the phone, without the customer.
- Provides order status and activation dates to customers about the product being ordered after processing.
- Provides excellent customer service by offering the correct information to the customer regarding their orders.
- Coordinates with various departments of our client to resolve and provide accurate information regarding customer inquiries.
- Transfers customers to the appropriate department that can assist if it is out of scope.

I hereby certify that the above information given is true and correct to the best of my knowledge.

**TRISHA ANNE C. SARTE**  
Applicant's Signature

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