

Brenda Lee Balbin

Block 1 Lot 20 Nazareth St., Palmera Homes 5

Dela Paz, Antipolo, Rizal

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Career Summary:

Over thirteen years of experience working in different fields, government service, hotel industry and in BPO companies. Proven team leader with strong analytical, planning, and forecasting skills. Able to articulate a vision, strategy or idea clearly and thrive in a fast-paced startup environment. I want to contribute my expertise and professionalism while enhancing more knowledge and skills for effective work productivity by securing an appropriate job position based on information given below.

Work Experience:

Customer Service Associate

Accenture Inc - October 2016 - Present

Customer Solutions Representative

Hewlett Packard Enterprise – April 2013 – April 22, 2016

- Responsible for hotel reservations of one of the biggest chains of hotels in the world. Assisting our guests to make hotel reservations, answering guest concerns and inquiry regarding their reservations and about the property.

Customer Service Representative

C3/Customer Contact Channels – May 2012 – February 2013

- Helps customers regarding telecommunication problems and issues like telephone service, wireless reception, internet connectivity and billing issues.

HILTON Reservations Specialist

Aegis People Support – June 2010 – March 2012

- Assist hotel reservations at any HILTON hotels and affiliated properties. Answering guest concerns and inquiry regarding their reservation and about the property.

Customer Service Specialist for United Airlines

IBM Daksh – December 10, 2009 – April 2010

- Handling United Airlines reservations, flight information and answering questions and concerns of the passenger regarding their flight.

Hotel Room Attendant

Super 8 Fortmcmurray, Alberta Canada - May 2006 - October 2007

Education

Bachelor of Arts Degree in Public Administration – Graduate - 2001

Catanduanes State University

Birth Date – August 15, 1980