

# KAREN ABEJERO MENDEZ

## CONTACT

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Camella Homes, Habay II, Bacoor City,  
Cavite 4102

## SKILLS

Dedicated team player  
Exceptional communication skills  
Maintain confidentiality  
Leadership skills

## EDUCATION

### Caregiving NC II

#### St. Dominic College of Asia

2018-2019  
Bacoor City, Cavite 4102

### AB Mass Communication- Journalism

#### Centro Escolar University

2001-2006  
Mendiola Manila

## ORGANIZATION

### Lions International Club

2023- Present

## LANGUAGES

Tagalog   
English   
German 

## PROFILE

Bachelor of Arts in Mass Communication Major in Journalism graduate at Centro Escolar University. Skillfully manages multiple tasks and meets tight deadlines in a high-pressure environment. Accomplished good customer service specialist with 17 months of call center and 1 year of non-call center experience. Effectively promoting and enhancing a robust community and maintaining an active and positive attitude in the working environment.

## WORK EXPERIENCE

### Customer Service Representative

Teleperformance- Sucat Paranaque Jan 2022 - May 2022

- Answered product and service questions and offered information on related products and services. Boosted new customers by 10%.
- Placed and canceled an average of 200+ orders from customers, delivery drivers, and agents a week in a timely manner.
- Maintained a customer account information database (incl. canceling and updating customer accounts.)

#### Key achievements:

- Maintained a customer retention rate 40% above the company average.
- Helped to resolve a recurring product complaint by analyzing reports and identifying a major process bottleneck which led to a 70% reduction in the number of tickets for this specific issue.
- Received positive feedback from the customers.

### Bancassurance Service Associate

Bank of the Philippine Islands- Cavite Jan 2021- Aug 2021

- Refer and coordinate less than 5% of complaints to customer service.
- Answered clients' questions about purposes and details of financial plans and strategies.
- Checked policy status/details and requirements to process applications.

#### Key achievements:

- Profiled and analyzed investment products to develop customized financial strategies for clients' financial needs.
- Explained and documented for clients the types of services to be provided, and the responsibilities to be taken by the personal financial advisor.

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## EXPERTISE

- Accomplish tasks with minimal direction or supervision, yet work equally as well as in a team environment.
- Gravitated toward facilitating groups averaging 10+ members.
- Communicate effectively at multiple levels using appropriate language and interpersonal styles.
- Efficiently manage time as demonstrated by the ability to coordinate work schedules.
- Set priorities and continuously monitor progress, adjusting when necessary to meet timely goals.

## ACHIEVEMENTS

Healthcare Services NC II- Passed  
(2018-2023)

Caregiving NC II- Passed  
(2018-2023)

Philippine Red Cross CPR/AED- Passed  
(2018-2020)

Covid-19 Contact Tracing  
(October 25, 2020)

Exposure on Care for the Elderly  
(June 6-17, 2018)

Medical, Surgical and Emergency Care  
(June 6-17, 2018)

Exposure on Care for Children  
(June 6-17, 2018)

## REFERENCES

### Kenneth Plenos

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Kendrabells21@gmail.com

### Benigno Refran Jr.

+639615197961

refranbenignojr@gmail.com

## WORK EXPERIENCE

### Customer Service Specialist

Wedoit4u- Imus Cavite

Jan 2020 - Dec 2020

- Researches customer complaints and corrects or adjusts records, as needed.
- Assists in maintaining customer insurance information for Properties and Liabilities,
- Increased refinancing applications by 20%.

Key achievements:

- Improved customer satisfaction by 12% in three months, according to in-store and online surveys.
- Reduced time spent on inventory by 15% by reorganizing system records
- Received a promotion from customer service representative to specialist/back office support after 4 months of employment due to excellence in customer service and leadership.

### Child Caregiver

San Juan- Quezon City

October 27, 2018- December 28, 2019

- Excellent age- appropriate communication
- Maintains personal hygiene and care.

Key achievements:

- Supervised the mobility of the patient.
- Handled scheduled checkups.
- Reports on the continued progress of the patient

### Elderly Caregiver

TandangSORA- Quezon City

April 24, 2017- September 18, 2018

- Managed home care responsibilities for the patient.
- Assisted patients with meals and nutrition.
- Maintains personal hygiene and care.

Key achievements:

- Securing the cleanliness of the play area
- In charge of healthy meal preparation
- Security is the priority