

## EDUCATIONAL PROFILE



# CHIENNEE MARIE ALEGRE

## QUALITY ANALYST

### CANDIDATE PROFILE

A graduate of BS Information Technology experienced customer service and technical support representative for almost 10 years, with outstanding communication skills in interacting with different types of clients.

### COMPETENCIES

- Customer Service Skills
- Information Technology Skills
- MS Office Skills
- Project Management Skills
- Licensed financial advisor
- ACQUA Certified

### CONTACT INFORMATION

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### UNIVERSITY OF ST. LASALLE-BACOLOD

BS IT | JUNE 2013 - MARCH 2017

- o Working Student
- o Dean's Lister
- o Active Member of ITS Society

### VMA COLLEGE

BSHRM | JUNE 2008 - MARCH 2010

- o CHED Scholar
- o Overall Top 2 Batch 2010
- o Class President
- o Service Awardee
- o 2nd Placer Skills Olympics for Long table set up

## RELEVANT EXPERIENCE

### QUALITY ANALYST

ACCENTURE | SEPTEMBER 2021 - PRESENT

- Auditing calls, doing RCA, report gathering, conduct coachings and meetings,

### TECHNICAL SUPPORT REPRESENTATIVE

ACCENTURE | OCT 2020 - AUGUST 2021

- o Assisting US based customers about their mobile services.

### PART TIME FINANCIAL ADVISOR

LICENSED FINANCIAL ADVISOR  
JUNE 2019 - PRESENT

- o Offering life insurance to Filipinos.

### SENIOR SALES ASSOCIATE

WNS GLOBAL SERVICES | OCT 2017 - SEPT 2020

- o Assisting Australian Clients regarding their Insurance queries.
- o Offering insurance to cover their assets and properties.

### TECHNICAL SUPPORT AGENT

CONVERGYS | JUNE 2012 - SEPTEMBER 2017

- o Assisting American clients regarding their queries with their cable, internet and phone service.
- o Troubleshoot over the phone if they have issues with their telecommunication service.
- o Offering additional services like Home Security.

### CUSTOMER SERVICE REPRESENTATIVE

TELETECH | DEC 2011 - MAY 2012

- o Assisting American clients regarding their bill queries with their cable, internet and phone service.
- o Troubleshoot over the phone if they have issues with their cable service
- o Offering missing services on their account like Internet and Phone service.

