

Laurice Monette C. Justiniane

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Objective

To obtain a career in an environment that will challenge me and further develop my skills. My strong communication skills, innovative ideas, ability to adapt, commitment to any given task, sales and service experience, friendly personality and hardworking attitude make me an invaluable asset to your team. Willing to relocate: Anywhere

Education

Bachelor in Elementary Education – General Science major concentration

Cebu Normal University
Graduated March 2007

Juris Doctor- Non-Thesis

University of Cebu – Banilad Campus
First Year student
January 2020 – January 2021

Work Experience

Customer Service Representative

Teleperformance CDO - Cagayan de Oro
October 2022 to February 2023

- Provide excellent customer service to T-Mobile customers, responding to inquiries and resolving issues in a timely manner
- Utilize problem solving skills to identify solutions for customer needs
- Maintain up-to-date knowledge of products, services, policies, and procedures
- Accurately process orders, payments, returns, exchanges, and other transactions
- Assist with product activation and troubleshooting technical issues
- Educate customers on the features and benefits of their devices and services
- Follow established processes and procedures to ensure compliance with company standards
- Provide feedback to management regarding customer satisfaction levels
- Monitor customer accounts for potential fraud or abuse
- Remain current on industry trends and changes in technology
- Participate in team meetings and training sessions as required
- Demonstrate strong communication and interpersonal skill

Teacher I

Department of Education

Malingin Elem. School- Pob., Bien Unido, Bohol
Babag 1 Elem. School-Lapu-Lapu City, Cebu
June 2012 to December 2022

- Passionately taught Kindergarten and elementary aged students
- Facilitated learning in an enjoyable learning environment
- Adapted program teaching materials to fit the needs of my classes
- Evaluated students' performance through verbal and written testing

- Carefully prepared lesson plans and teaching materials to tailor fit students' learning needs
- Timely prepared school records and reports
- Participated in seminars and training workshops to continue to grow professionally
- Conducted PTA Meetings
- Participated in community involvement programs and activities such as, tree planting and coastal clean-up
- Facilitated feeding programs

Email and Chat Customer Service Representative

TeleTech Customer Care Management Phils., Inc.

Mandaue City, Cebu

May 2011 to May 2012

- Responding quickly and accurately to customer inquiries via the live chat program.
- Maintaining up to date, comprehensive, product, services, and product knowledge.
- Profiling and probing end-user customer for possible sales opportunities.
- Maintaining minimum level of performance in these areas: Typing 40 wpm with 100% accuracy.
- Utilized multiple call center support applications to efficiently assist customers.

Customer Service Representative

TeleTech Customer Care Management Phils., Inc.

Mandaue City, Cebu

October 2009 to May 2011

- Handled high influx of inbound calls within a dynamic call center environment.
- Successfully diffuse volatile customer situations, one that resulted to excellent post call evaluations.
- Deliver world class customer service and build customer satisfaction and loyalty.
- Consistently meet and/or exceed supervisor expectations.
- Cross-sell on all applicable calls, made sure that customers have a complete HP solution on their purchases.
- Responded to customer inquiries and request and resolve issue efficiently and professionally. • Strive for one-call resolution of customer issues.

Technical Support Representative

SYKES ASIA INC.CEBU

Panagdait, Cebu City

December 2008 to March 2009

- Advance Network Services (AT&T)
 1. Solved various technical problems with Blackberry phones from different AT&T customers.
 2. Utilized different online tools to efficiently resolve issues.
 3. Strive for one-call resolution of customer issues.

Outbound Call Center Agent

Dyno Communications Inc.

Osmeña Blvd., Cebu City

June 2007 to November 2008

- Verizon Wireless
 - Cold called households to sell Verizon Phone Plans and utilized cold leads, online tools and spreadsheets.

- AFLAC

Cold called different businesses to set appointments with the business owners or managers to discuss employee benefits with Aflac representatives.

- Local Area Yellow Pages (LAYP)

Cold called different businesses and convince business owners to have their business on the business listing with Local Area Yellow Pages

- Global Funding Network

Cold called businesses to set appointments with business owners to discuss possible merchant financial solutions for their businesses