

Charlene Joy Martinez

Customer Service Representative / Technical Support Representative

PROFILE

Knowledgeable and dedicated customer service professional with an extensive experience in Teleperformance. A team player with positive demeanor and proven ability in establishing rapport with clients and colleagues, maintaining customer's satisfaction and to contribute to company success. Reliable and driven with prioritization abilities, and specializes quality and process optimization. Strategic relationship and listens attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes

EXPERIENCE

Property Specialist, Amaia Land Corp; Urdaneta City, Pangasinan – 2018-2019

Answers questions about the land and evaluate potential tenants.

Customer Service Representative, T-Mobile - Teleperformance; Makati, Metro Manila – February 2019-December 2019

Answers telephone calls regarding existing accounts, help them with requested policy and account changes. Respond to questions and concerns about customer's bills and phone connections. Consistently improve customers satisfaction through expert resolution of conflicts, issues and concerns.

Customer Service Representative, Expedia - Teleperformance; Sucat, Parañaque, Metro Manila – December 2019-June 2020

Answers telephone calls regarding making, changing information and/or cancellation of hotel reservations. Responds to questions and concerns about customer's bills and refunds. Consistently improve customers satisfaction through expert resolution of conflicts, issues and concerns.

Technical Support Representative, Vivint - Teleperformance; Baguio, Benguet – October 2020- February 2023

Answers chat from customers regarding basic troubleshooting for home security for the customer. Responds to inquiries and resolve issues and concerns.

EDUCATION

Saint Louis University, Baguio City – Bachelor of Science in Information Technology, Third Year College Undergraduate

SKILLS

Computer literate, business process improvements, and process management. Extensive knowledge of processes and work ethics and can easily respond to changing assignments, work settings and priorities.

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