



Angelica Blanca Cruz

Professional Summary

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Work Experience

Bank of the Philippines Island - Customer Sales and Service Associate

Philippines

08/2018 – Current

- Respond and professionally to incoming customer inquiries in person, by telephone, or by email.
- Maintain an updated knowledge of the organization's products, services, and customer service policies.
- Informed promptly customers of service specials, completion times, and service expenses to provide exemplary customer service.
- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Maintained and managed customer files and databases.

Security Bank Corporations - Customer Advisor

Philippines

02/2017 - 07/2018

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Developed and maintained strong customer relationships by promptly addressing and resolving customer concerns.
- Generated detailed reports to track customer service metrics and overall customer satisfaction.
- Contacted outside providers on behalf of customers to help solve problems.

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Skills

- Sales Experience
- Quality Assurance
- Payment Processing
- Interpersonal skills
- Communication
- Customer Service
- Microsoft Office Suite

Education

02/2021 – Current

Our Lady of Fatima University

Master's in Business Administration

11/2015

STI

Bachelor of Science in Information Technology

Languages

Tagalog

English

Goldilocks - Cashier

Philippines

12/2015 - 01/2017

- Handled cash with high accuracy and took care to check bills for fraud.
- Worked with floor team and managers to meet wide range of customer needs.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Track transactions on balance sheets and report any discrepancies.
- Bag, box or gift-wrap packages.
- Handle merchandise returns and exchange.

Trainings

2015-2016

Xavier Training Technical Center

Computer Technician (TESDA)

07-10/2015

Collective Solution International (CSI)

On-The Job-Training, CSI
Recruitment Center /HRD

