

## **KIMBERLY P. MECA**

Purok Madre Cacao, Bagalnga,

Compostela. Cebu – 09294975905 –mecakimberly@gmail.com

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**Objective** To ensure a promising position that offers both challenge and a good opportunity for growth. And to be part of the success of your dynamic business.

**Experience** **SERVICE DESK ASSOCIATE**

ACCENTURE INC. - 14/F E-Bloc 2 Bldg, W Geonzon St, Cebu City, 6000 Cebu

*January 24, 2022- present*

Manages the IT support system and handles the first line troubleshooting of concerns raised by the different business units.

Log, validate and diagnose user issues, on the full range of products and applications used. Provide user with a solution through information gathering, analytical troubleshooting and problem research, or route or escalate the user to the appropriate resolution group.

**CUSTOMER SERVICE ASSOCIATE**

EXL Services - 2 Quad Bldg, Cardinal Rosales Ave, Cebu City, 6000 Cebu

November 04, 2020- December 31, 2021

Handles death reports, assists beneficiaries in processing their benefits. Provides statuses of the Life insurance both Individual and Group Insurances.

**CUSTOMER EXPERIENCE SPECIALIST**

TDCX - 10F, HM Tower, W Geonzon St, Cebu City, 6000 Cebu

January 24, 2020- September 21, 2020

Handles inbound calls for customers that has questions about their reservation. Help them get to the correct team in case they are cancelling their reservation, asking for refunds, unable to reach out to their host during check in and all other questions about their reservation.

## **CHAT ASSOCIATE I**

TELETECH - eBloc 2 Tower, 6000, W Geonzon St, Cebu City, 6000 Cebu

October 07, 2019- January 18, 2020

Answers consumer questions about a certain product. Offers and sell them the most compatible device/s according to their usage and needs. Upsell and cross-sell all other items available that suits their needs.

## **CUSTOMER SERVICE REPRESENTATIVE/CHAT REPRESENTATIVE (ISP-SALES)**

SYES ASIA (SITEL)- Synergis IT Center, F. Cabahug St, Cebu City, 6000 Cebu

*September 7, 2015 - June 30, 2019*

Taking inbound calls for customers who are looking for assistance on how they can troubleshoot their internet connectivity issue, schedules appointment for technicians who needs to be on field to fix internet issue.

-Answering chats for customers who are looking to get internet connection on their area, setting up internet account, upgrading internet service and upselling security software.

## **EXECUTIVE OPERATIONS**

TELEPERFORMACE - I. Villa St, Apas, Cebu City, 6000 Cebu

*January 27, 2014 - June 30, 2015*

Taking inbound calls for customers looking for hotel accommodation, flight assistance, car rentals and other activities offered in a specific location. Also, sells or suggests best travel packages. Make sure to offer them the best they can get out of their budget.

## **Education**

### **BACHELOR OF SCENCE in HOSPITALITY MANAGEMENT**

Trade-Tech International Science Institute

Estancia Ibabao, Mandaue City

March 24,2013

Elected as a President of Batch 2013 graduates

Attended the Career Assistance Training Program on March 09,2013

**Communication** -Knowledgeable of MS Excel and MS Word.  
-Can work at least minimum hours a day in any scheduled time.  
-Ability to work under pressure and time management.  
-Willingness to learn and to be trained.  
-Hospitality and Customer Service

**Leadership** -Currently with my Job role, performing as once of the CSAT Champ  
-MTAP Delegate at Tabok High School of School Years 2006-2009.  
-Elected as Public Information Officer (PIO) in Science and Math Club at Tabok High School of School Year 2008-2009.  
-Participated the STEP Competition (Tailoring Category) held at Mandaue City Sports Complex last October 2008.  
-Attended a 3-day Entrepreneurial Seminar at Cebu International Convention Center in 2008.

**References**

**Ms. Jennibeth Gallardo**

**Accenture**

Subject Matter Expert

09754455264

**Ms. Emelyn Nadera**

**Accenture**

Program & Project Mgmt Senior Analyst

09424665961

**Mr. Camilo Basaca,**

**Mandaue City, LGU**

Staff Protocol Administrator

09171222443
