

## CONTACT

- abolenciabelle@gmail.com
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- Blk 51 Lot 2&4 Phase 2, Bocaue Hills, Batia, Bocaue, Bulacan, Philippines

## EDUCATION

3<sup>RD</sup> YEAR COLLEGE, BEED  
Manuel Luis Quezon University –  
Sta. Cruz, Quiapo  
1994

## SKILLS

- Administrative support
- Service standard compliance
- Creative problem serving
- Complaint resolution
- Report preparation
- Shipping procedures understanding
- Problem solving

# Annabelle Abolencia

## EMPLOYEE

Dedicated Customer Service professional with knowledge in service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options. Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgement to positively impact company success. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

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## WORK HISTORY

### CUSTOMER SERVICE REPRESENTATIVE

ALORICA – QUEZON CITY  
Feb 2022 – Feb 2023

Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.

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### OPERATIONS MANAGER

PACIFIC PARK HOTEL AND CONDO RESIDENCES – QUEZON CITY  
Jun 2016 – Aug 2018

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### OPERATIONS SUPERVISOR

PACIFIC GRAND TOWER/CONDO HOTEL AND RESIDENCES –  
QUEZON CITY  
Jan 2013 – Jan 2015

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### SALES SUPERVISOR

RCA GEN MERCHENDISE  
2009 – 2012