

Kimberly Angeles Coronacion

Taguig City, Philippines

Contact Number: +639673875602

E-mail Address: coronacion.kimberly@gmail.com

CAREER OBJECTIVE: To work in an organization where I could apply my knowledge and skills from my experiences. To enhance more skills and development that I can share with the organizations for the succession of their goal.

WORK EXPERIENCE:

Customer Service Agent (Financial)

Telus International - Taguig City, Philippines.

Mar 2017 – Present

- Provide extraordinary customer service to cardholders via inbound and outbound phone calls and email. Outbound telephone techniques to solidify and build client relationships.
- Respond to incoming customer requests quickly, proficiently, and professionally while meeting specific quality expectations and Key Performance Indicators.
- Answer cardholder questions and resolve customer problems related to billing, transactions, account management, and troubleshooting.
- Thoroughly describe and document work by putting complete memos on account of what transpired during the call.
- Attending Complaint calls transferred from Team Members
- Manage Complaints assigned to the MPMS Agent Assist Desk (Man Queue) in Salesforce and UAD.
- Placed follow-up telephone calls to customers, as necessary.
- Aids the agents via Escalation Line or Team Group Chat.
- Manages Case Referrals in UAD, follows up with the relevant team when needed, and updates customers on the outcome.
- Conducts Service Recovery for customers.
- Work hand in hand with Team Leaders to manage team members.

Team Member (Food Counter Service Attendant)

Burger King - Quezon City, Philippines.

Mar 2020 – June 2023

- Greeting guests, with a warm welcoming attitude.

- Operates POS by taking orders and processing payments.
- Prepares Food and Drink orders guided by the food safety standards.
- Assembling and packaging food orders Dine-in, Take-out, and delivery in an accurate and timely manner
- Keeping the cleanliness and sanitation of all store facilities.
- Ensure the safety of guests, fellow team members, and self-safety.
- Conduct daily, weekly, and monthly inventories of all store supplies.
- Maintain operational check of all machine functionality.

Customer Service Agent (Billing and Technical)

Teleperformance - Mandaluyong City Philippines.

Oct 2014 – Feb 2017

- Provided excellent customer service and provide answers to consumer questions within set standards.
- Attained aggressive sales goals by turning phone inquiries into sales opportunities by making an active attempt to cross-sell the full range of shoe products
- Completed all required documentation to meet client needs.
- Answers customer inquiries regarding goods, services, return process, and bulk orders through call or email.
- Helped shoppers locate items by checking the availability and recommend suitable products to possible consumers and customers.
- Conduct a monthly inventory for all return and exchange products.
- In charge of yearly overall reports for the exchange and return of products within Southeast Asian countries.

Team Member (Food Counter Service Attendant)

Café France - Makati City Philippines.

June 2013 – Sept 2014

- Greeting Guests and guiding them to the reserved or booked seats.
- Taking orders, Billing and payment processing by Cash, Debit/Credit
- Operating the POS Debit and Credit Card Machine
- Ensures the opening/closing procedure of the front counter, bakery, and bistro kitchen areas.
- All-around trained Barista coffee making, Baker Cafe France variety of baked products and Bistro kitchen standard procedures.
- Ensure the safety, cleanliness, and sanitation of all store facilities.
- Conducts the monthly inventory of products and maintenance check of all the store equipment
- Responsible for keeping everyone updated on the new memo and standards.

- Keeping a safe and harmonious store ambiance for every guest.
-

EDUCATIONAL BACKGROUND.

Tertiary: Rizal Technological University. Year 2010-2011

Bachelor of Science in Office Administration

Secondary: Pasay City South High School. Year 2005-2009

High School Senior Grade Education

SKILLS.

- **Multitasking:** I can handle multiple tasks or responsibilities simultaneously manage time efficiently and remain organized.
 - **Customer Service:** I can interact with and assist customers or clients effectively which includes being attentive to their needs, providing excellent service, and ensuring their satisfaction.
 - **Teamwork:** I work well in a team environment, communicate effectively, and can collaborate with others to achieve common objectives.
 - **Technology Literacy:** I am comfortable and competent in using various types of technology and software which is valuable in today's digital age, as technology is integrated into many aspects of work.
 - **Quick Learner:** I have a demonstrated ability to rapidly acquire new skills and knowledge. I am eager to learn the ins and outs of farm operations.
 - **Strong Work Ethic:** I am a diligent and dedicated worker, committed to putting in the effort required to achieve goals and meet company responsibilities.
-

CHARACTER REFERENCE: Available Upon Request.