



KRISTINE ODI OBISPO

**114 Block 4 Ext., West Rembo Makati City| zipode: 1215.
kristineodi@gmail.com/09969709672**

Objective:

High-energy professional background in customer service, technical sales and back office well suited position of a call center representative.

Work Experience:

- **Probe Group Philippines** - October 2019 to present

Customer Executive Experience

Sending emails / response to clients application in a timely manner. Answering 70+ emails per day. Updating clients on with the progress of their application by sending sms as well.

- **Accenture** – July 28, 2017 to August 2018

Customer Care Representative

Handle 50+ customer interactions per day, giving detailed, personalised, friendly and polite satisfaction to ensure customer retention and satisfaction.

- **IOPEX Technologies**- January 31,2012 to October 2015

Technical Sales Representative

Offering our software product to our customers by asking probing questions and transferring them to our technical support team experts and resolve their issues.

- **NCO(The Fort)**- October 1.2010- May 7,2011

Outbound Sales Representative

Insurance agent for outbound sales and make atleast 3 sales per day.

- **Banco De Oro-** October 15,2009- May 5,2010

Telecollector

Outbound calls to customers who needed to settle their overdue credit.

Skills:

- MS Word, Excel Outlook, Type 35Wpm, Customer Service and Back Office

Educational background:

Field of study: **Bachelor in Integrated Arts major in Broadcasting**

Tertiary- **University of Makati (2005 - 2009)**

Secondary- **Makati High School (2001-2005)**

Primary- **Nemesio I. Yabut Elementary School (1995-2001)**

Personal information:

Date of birth: March 20, 1989

place of birth: Makati City

Gender: Female

Civil Status: Married

height: 5"2

Nationality: Filipino

Religion: Christian

Mother's name: **Solita Tesorero Camu**

Father's name: **Vicente Calnea Odi**

Character References:

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|--|--|--|
| • Sheila Merilles
Customer Service
Accenture
09752778645 | • Joan Zipagan
Team Lead
Accenture
09321382053 | • Elyson Orpilla
Team Lead
Accenture
09178370089 |
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I hereby certify that the above information is true and correct to the best of my knowledge.