

# ABIGAIL C. PANES

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## Professional Summary

Personable and dedicated Customer Service Representative with extensive experience in related industry. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specializing in quality, speed and process optimization. Articulate, enthusiastic and results-orientated with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

## Work Experience

### **TRAVEL CUSTOMER SERVICE AGENT, 09/2022 - Current** **Travelperk - Yngen Datacom Corp - SAN PEDRO, PHILIPPINES**

- Support B2B customers in their Business Travels Liaise with suppliers and partners to resolve booking issues.
- Keeping high satisfaction standards and exceed customer expectation as much as possible when managing booking, queries and requests.
- Resolve problems by applying established company policies, procedures and tactics, and also going beyond or thinking out-of-the- box when anything established is not enough.
- Addressing, preempting and anticipating issues before they come your way, first contact resolution.

### **CUSTOMER SERVICE AGENT , 09/2021 - 08/2022** **Gametime Sykes Philippines - MUNTINLUPA, PHILIPPINES**

- Helps people score last-minute tickets to shows, concerts and sporting event.
- Responsible for helping customers with any questions or problems they have with using the app.
- Assist customers in placing new orders, processing returns and getting them into events. Communications by phone, email and chat.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Processed orders on online system with accuracy.

### **CUSTOMER SALES REPRESENTATIVE, 06/2021 - 09/2021** **ATT - Concentrix Philippines - MUNTINLUPA, PHILIPPINES**

- Addressed customer questions, problems and complaints with their telco postpaid accounts via phone to maintain positive relationships and support smooth communications.
- Secured long-term accounts, providing recommendations to promote brand effectiveness and product benefits.
- Liaised with potential customers to determine needs and provide recommendations.
- Cultivated long-term relationships with clients to accurately quote prices and terms, achieving customer objectives.
- Addressed customer inquiries and concerns to facilitate decision-making and minimize anxiety or hesitation.
- Make sure that the customers are well informed of the on going promotions for cellular or smart phones.

### **CES Associate Consultant • Auditor, 07/2012-06/2021** **Sap Concur Philippines - MAKATI, PHILIPPINES**

- Provides first-level assessment of receipts and expense reports in compliance to client's subscription and policies and procedures.
- Focuses on following Global Audit Queues: EXPENSE IT, RECEIPT AUDIT CLIENTS and GENERAL AUDIT CLIENTS.
- Documents and recommends necessary corrections and additional requirements to complete the receipts and expense reports in a timely manner.
- Utilizes tools and systems proficiently to process receipts and expense reports and accordingly escalates issues to immediate Supervisor.
- Provides additional duties such as own (versus team) data collation and reporting as deemed necessary to achieve and produce a high-quality support solution.
- Be aware of, and comply with, all corporate policies

**FOOD AND BEVERAGE SERVER, 01/2007 – 01/2011**

**JOLLIBEE FAST FOOD RESTAURANT – MUNTINLUPA, PHILIPPINES**

- Greeted restaurant customers with warmth and enthusiasm, delivering positive hospitality experiences from arrival to departure.
- Worked with energy and passion to deliver first-class dining experiences, in line with core brand values.
- Performed tray service for black tie events, offering expert product knowledge to guests on menu and drink items.
- Cleared and cleaned tables promptly, enabling fast customer turnarounds during peak restaurant hours for maximized profit potential.
- Memorized menu offerings and provided guests with detailed and accurate descriptions.
- Collaborated well with kitchen and front-of-house teams, aiding food and drink service efficiency
- Accurately relayed guest orders to kitchen staff using exceptional organizational and communication skills.
- Used POS system to put through customer meal orders, communicate with BOH staff and process payments.
- Kept bar and restaurant areas spotlessly clean and tidy, effectively enhancing customer comfort.
- Processed and distributed customer bills, accurately calculating total payments and suggested service charges.

**Core Qualifications**

- Team player
- Order processing
- Excellent communication skills
- Product expertise
- Salesforce CRM
- Handling objections
- Operating POS system
- Results-driven
- Cash handling

**Education**

IETI COLLEGE – MUNTINLUPA CITY

INFORMATION COMMUNICATION TECHNOLOGY

FINISHED 1 YEAR - **UNDERGRADUATE**

