



ABBY GAIL A. CAÑALITA

OBJECTIVE

To secure employment with a reputable company and seeking a challenging opportunity where I will be able to utilize my skills and ability to work well with people, which allows me to grow personally and professionally.

Contact

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739 Manuel Quezon Rd.
Purok 6 Medina's Compound
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Manila, Philippines 1771

Education

Rizal Technological University

College
BSBA Major in Financial Management
2020 - 2024

STI College Alabang

Senior High School
Accountancy Business Management
2018-2020

Muntinlupa Business High School

Junior High School
2014-2018

Buli Elementary School

Grade School
2008-2014

Experience

Collections Representative

Synchrony Global Services Philippines Inc. May 2023 - Present

- Handling outbound and/or receive inbound calls surrounding customer past due credit account.
- Setup payment arrangement to bring account in current.
- Education customer regarding their past due credits.
- Make use of problem-solving/decision making skills to achieve the highest level of customer satisfaction

Healthcare Advocate

OPTUM Global Solutions November 2022 - February 2023

- Handling inbound calls supporting providers.
- Assists providers filing a claim and creating authorization.
- Answering basic inquiries about the members account.

Technical Support Representative

SITEL Philippines Corporation March 2022 - November 2022

- Handling inbound calls supporting HP printer user.
- Supports software and hardware troubleshooting.
- Selling HP printer, accessories and ink subscription

Customer Service Representative

Alorica Philippines September 2021 - February 2022

- Handling inbound calls for T-Mobile.
- Supports sales, billing and answering inquiries and performing basic trouble shooting.

Language

Filipino



English

