



# Ashleen T. Dayrit

## PROFILE

Customer service professional with 7 years of experience providing great service in fast-paced environments. Proficient in addressing customer inquiries, resolving issues, and ensuring satisfaction. strong interpersonal and communication abilities to establish relationships with customers.

+ (63) 977-607-1541

ashleendayrit@gmail.com

Blk31 L2 Ph2 Fiesta Communities, Mexico Pampanga Philippines

## PERSONAL DATA

- Birthday: Jan. 03, 1998
- Nationality: Filipino
- Civil Status: Single
- Age: 26 years old
- Languages: English, Filipino, Kapampangan

## EDUCATION

2015- 2016

### Bachelor of Science in Information Technology

*Our Lady of Fatima University - Dela Paz Norte, City of San Fernando Pampanga*

2014-2015

### Bachelor of Science in Information Technology Major in Web Development

*Holy Angel University - Angeles City, Pampanga*

## WORK EXPERIENCE

### LEAD VERIFICATION SPECIALIST

Acquisitionify Inc. | **Oct 2019 - Present**

- Work with customers to find out what they want, create solutions and ensure a smooth sales process
- Perform outbound calls to new sales leads and convert them to actual sales
- Conduct phone interviews and internet-based research to complete and verify employment, education and Professional License information as reported by Client applicants.

### CUSTOMER SERVICE REPRESENTATIVE

Vxi Philippines (SM City Clark) | **Jan 2019 - June 2019**

- Account Handled: AT&T ISM Billing Support
- Handle customer requests for payments, activations, upgrades and other services.
- Respond to customer queries about ATT services, equipment, promotions, roaming and billings.

# WORK EXPERIENCE

## COLLECTIONS SPECIALIST

24/7 BPO Services (Berhaphil, Clark) | **Jan 2018 - Jan 2019**

- Account Handled: Unifin Incorporated
- Finding and contacting debtors to arrange debt payoffs
- Investigate historical data for each debt or bill
- Take actions to encourage timely debt payments

## CUSTOMER SERVICE REPRESENTATIVE

Startek Philippines (Angeles City, Pamp) | **Jan 2017 - Jan 2018**

- Account Handled: T-Mobile Prepaid
- Assist with product activation and troubleshooting technical issues
- Utilize problem solving skills to identify solutions for customer needs
- Accurately process orders, payments, returns, exchanges, and other transactions

## CUSTOMER SERVICE REPRESENTATIVE

Sutherland Global Services (Berhaphil, Clark) | **June 2016 - Dec 2016**

- Account Handled: Amazon Retail US
- Responding to customer inquiries via phone, email, or chat
- Resolving customer complaints in a timely and satisfactory manner
- Maintaining a high level of product knowledge to assist customers with their inquiries

