



ABEGAIL MONTEALTO CUEVAS

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 467 San Miguel, Padre Garcia, Batangas, 4224, Philippines

OBEJECTIVE

To work in a demanding environment where all my skills and efforts will be explored and familiar myself in varied fields, and comprehend my potential and add to the growth of organization with inspiring performance. I am a mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task.

SKILLS

- Patience
- Adaptability
- Creativity
- Customer Service
- Multitasking
- Attention to detail
- Leadership Skill
- Public Speaking
- Exceptionally Versatile
- Computer Literate

EXPERTISE

- HubSpot
- Call shaper
- Dial Pad Ai
- Salesforce
- Google Spreadsheet
- Canva
- Capcut Pro

EDUCATION

Bachelor of Arts in Communication

Kolehiyo ng Lungsod ng Lipa

2014-2018

WORK EXPERIENCE

TUTOR/TEACHER

Mcap Tutorial Center | Apr 2018 - Jan 2019

- Assisting students with homework, projects, test preparation, papers, research and other academic tasks.
- Contribute to student learning, growth and advancement

RESULTS ASSOCIATE

The Results-CX | Jan 2019 - Jan 2022

- Manage customer queries, process orders, modifications, and escalate complaints across a number of communication channels.
- Provide a better customer experience, increase brand loyalty, and drive sales
- Find and contact clients to ask about their overdue payments. Take actions to encourage timely debt payments. Process payments and refunds. Resolve billing and customer credit issues.

CUSTOMER SERVICE REPRESENTATIVE

Transparent BPO | Jan 2022 - Nov 2022

- Meet personal/customer service team sales targets and call handling quotas
- Contacting prospective customers and evaluating leads
- Manage 400+ calls a day
- Generating leads

CONTACT CENTER ASSOCIATE

Collective Solutions | Nov 2022 - Apr 2023

- Selling products and services using solid arguments to prospective customers
- Reach out to customer leads through cold calling
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs

CUSTOMER SERVICE REPRESENTATIVE

Go Health 360 | Apr 2023 - Present

- Cold Calling / Generating leads
- Manage sales target and call handling quotas
- Contacting prospective customers and evaluating leads