MONICA ALZATE

Support Specialist| Admin

📞 0977-336-5196

✉ monicaaalzatee@gmail.com

🌐 live:.cid.638e85db30a1d71b

📍 Batangas, PH

EXPERTISE

Customer Support
Administrative Task
Graphic Design
Project Management

TOOLS USED:

- Airtable
- Atlas
- Grancentral
- Google Drive
- Microsoft Office
- MS Teams
- Outlook
- Zoom
- Live Engage
- ASKnow
- Service Now
- Avaya Equinox Avaya
- Genesys
- IQ Dialer
- Canva
- Adobe Lightroom
- Shopee POS
- Pancake
- NIPR
- Sircon
- Calendly
- Slack

ABOUT ME

My name's Monica and I'm an experienced Customer Support for 3 years now. I work with passion, ethics and accuracy in everything I do. Mainly, my work experiences consists of Administrative Tasks, but I'm open to learn more as I'm a fast-learner and detail-oriented type I love exploring opportunities that lies ahead.

EDUCATION

Bachelor of Secondary Education - Major in English
2016-2020

WORK EXPERIENCE

2022-2023
TTEC WAH | Remote, PH
Licensing Coordinator

Accenture Inc., | Mandaluyong, PH
Service Desk Associate

- Assisting store representatives with technological and account concerns that relate to pharmacy issues (e.g., system issues, proper dosage and medical billing adjustments)
- Proficiency with troubleshooting procedures used in pharmacy
- Creates and resolving ticket through the use of ServiceNow

General VA - Processor| Encoder| Chat Support

- Makes daily sales through virtually interacting to customers
- Encoding the orders to the system to process
- Processing daily orders of the customers nationwide

2021-2022

TTEC Pampanga | Remote, PH

Customer Service Representative II

- Taking inbound and outbound calls, e-mail management and live interaction support in assisting customers concerns with the ff: accounts, billing, orders and service;
- Handling customer's account in collection that's delinquent;
- Having knowledge of all CRM tools; and
- Providing excellent support and resolution to customer's needs.

Licensing Coordinator

- Applying/Renewing Insurance Resident and Non-resident Licenses for Health/Insurance
- Proficient knowledge in email management and Microsoft office tools such as Excel, Word, MS Teams and outlook.
- Scheduling and rescheduling an appointment for fingerprinting
- Knowledgeable in Airtable