

FLORIE MAE R. FLORES, RPm

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Far Eastern University, Manila
BS in Psychology
Graduated in May 2021
Dean's Lister for 2nd semester, SY 2020 – 2021

Verbal and written communication
Time management

Conflict resolution
Attention to detail

Resilience
Organisational skills

Work Experience

Talent Acquisition Specialist

Teleperformance, Pasig | August 2021 - Present

- Account Management (*Volume Hiring*)
- Ensuring data organization
- Facilitating interviews and onboarding
- Generating employment contracts for hired candidates
- Awarded as a top performer for 3 consecutive times in year 2022.

Customer Service Representative

Concentrix, Pasig | June - September 2020

- Provided assistance to 35-40 customers via live chat per day
- Educated customers on promotions to enhance sales.
- Ensured customer retention by providing fast and efficient customer service

Customer Service Representative

Task Us, Quezon City | June 2018 - January 2020

- Resolved 85 email inquiries and accommodate 2 to 3 concerns thru live chat per day
- Provided personalized, friendly and polite service to ensure customer retention
- Awarded as the best email support representative for the year 2019