



# Alana Lariosa

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San Patricio, Mexico Pampanga 2021

## PROFESSIONAL SUMMARY

Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth and efficiency to meet company needs and increase service value.

## SKILLS

Data Entry	Product Knowledge	Report Generation	Consultative Sales	
Quality Control	Technical Support	Microsoft Office Suite	Document Control	Product sales

## EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE TO QUALITY ANALYST, San Fernando, Pampanga

Eastwest BPO – MCI, October 2021 – Present

- Maintained a high level of professionalism when dealing with difficult customers.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Provided exceptional customer service to ensure customer satisfaction.P
- Educated agents, supervisors and managers on QA process and goals.
- Identified areas of improvement in existing QA processes through continuous analysis of current practices.
- Analyzed quality and performance trends to provide recommendations and action plans for improvement.

### REAL ESTATE SALESPERSON, San Fernando Pampanga

Mapiles Realty, June 2020 – March 2023

- Prepared detailed listing presentations outlining features and benefits of homes for sale.
- Developed extensive knowledge of local real estate market to assist clients in making informed decisions.
- Established relationships with lenders, appraisers, contractors, title companies, and others in the industry.
- Implemented creative solutions to overcome challenging obstacles during negotiations.

### ACCOUNTING STAFF, Mabalacat Pampanga

Kasapi Microfinance & Rural Development Inc., June 2018 – May 2020

- Managed accounts payable and receivable systems, ensuring timely payments and collections.

- Maintained accurate records of all transactions and prepared monthly financial reports for management review.
- Performed general ledger accounting functions, including reconciliation of accounts and preparation of journal entries.
- Coordinated audits with external auditors, resolving discrepancies as needed.
- Utilized advanced Excel skills to create spreadsheets for financial analysis purposes.

### **CUSTOMER SERVICE REPRESENTATIVE, Clark Pampanga**

IQOR Philippines Inc., June 2017 – June 2018

- Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships.
- Addressed customers courteously using suitable methods and problem-solving skills.
- Performed data entry tasks accurately and in a timely manner.
- Utilized problem-solving techniques to identify solutions for complex customer inquiries.

### **FOOD COUNTER ATTENDANT, San Fernando Pampanga**

KFC Philippines Inc., June 2015 – June 2017

- Memorized food and drink recipes to prepare orders with speed and accuracy.
- Provided timely, accurate and efficient food service to customers with a warm and friendly attitude.
- Maintained a clean and organized work environment that was free of safety hazards.
- Proficiently managed multiple tasks simultaneously while adhering to company standards for quality assurance.

## **EDUCATION**

### **Bachelor of Science (B.S.) Information Technology (March 2017)**

OUR LADY OF FATIMA UNIVERSITY, San Fernando Pampanga

## **CERTIFICATION**

Real Estate Salesperson PRC LIC. NO **0019696**

Internet of things using Intel Galileo 2016

Android Programming Seminar (January 2015)

Kinect Gesture Based Game Development 2016

## **REFERENCES**

Carlito Custodio

Elaine Bismonte

HR Generalist | Eastwest BPO – MCI

Supervisor | Kasapi Microfinance

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