

Ma. Joy Angeline C. Laserna

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Taguig City, Metro Manila, Philippines

PROFESSIONAL SUMMARY

Experienced customer service representative that valued for fast, friendly service and accuracy in handling customer transactions. Passionate about serving others and eager to take on new role and responsibilities.

WORK EXPERIENCE

Store Owner

Sept 2018 – Present

General Merchandise Store | Taguig City, Philippines

- Managed optimal inventory levels, monitored product trends, and oversaw supply chain logistics.
- Controlled budgets, forecasted finances, and optimized cost efficiency, resulting in a 33% profit margin in the first month.

Lead Qualifier

March 2023 – July 2024

Calls Experts | Taguig City, Philippines

- Screened and qualified inbound and outbound leads from diverse sources.
- Routed qualified leads to the appropriate sales team for further development and closure.

eBay & Amazon Product Lister (Part-time)

Dec 2021 – April 2024

JK Online Trading | Taguig City, Philippines

- Diligently maintained and enhanced product listings.
- Conducted research and assessment of online suppliers and competitors, aligning strategies with profit and sales targets.
- Listed approximately 100 products per week and achieved a 25% monthly sales increase.

Client Service Associate

Jul 2022 – Oct 2022

TDCX | Pasig City, Philippines

- Responsible for answering Advertisers queries on their Ads and account via chat, email and phone
- Handled 50+ customer per day

Customer Support Representative

Nov 2021 – Mar 2022

TaskUs | Quezon City, Philippines

- Resolved billing inquiries through phone and email.
- Provided basic troubleshooting support, reducing the transfer rate to the technical team by 10%.
- The agent with the highest number of answered calls on the team and the lowest average handling time.

Technical Support Representative

Sept 2018 – Aug 2019

TPG | Pasig City, Philippines

- Handle 250+ inbound calls per week, answering customer inquiries and resolving issues.
- Analyzed reports to resolve a recurring product issue, leading to a 20% reduction in related tickets.
- Enhanced new customer Net Promoter Score (NPS) by 80% monthly.

Technical Support Representative

Jul 2016 – Sept 2018

Teletech | Pasay City, Philippines

- Resolved customer concerns, handling 25 inbound calls and 40 outbound calls per day.
- Improved new customer NPS scores by 65% and received the Customer Service of the Month award for six consecutive months.

Data Controller

Nov 2021 – Mar 2022

ITOBPO Inc. | Makati City, Philippines

- Provided administrative support to ensure office efficiency.
- Served as the go-to person for IT-related and internet connection issues.
- Accomplished 60% of the workload within the first 4 hours of each shift.

File Clerk

May 2013 – Jan 2014

Providence Surety & Insurance Management Agency Inc. | Manila, Philippines

- Assumed office assistant responsibilities for an insurance agency.
- Performed CRM data entry for all insurance policies, reducing clerical errors to 95%.

Real Estate Consultant

Sept 2018 – Aug 2019

Empire East Land Holdings Inc. | Quezon City, Philippines

- Managed property showings for prospective buyers.
- Prepared legal real estate documents, including deeds and leases.
- Assisted the real estate property manager with new property acquisitions, reducing their workload by 25%.

EDUCATION

Taguig City University | Taguig, Philippines

May 2013 – Jan 2014

*Bachelor's Degree in Computer Science***SKILLS**

- Excellent customer service skills
- Team oriented
- Active listening skills
- Attention to detail
- Time management
- Critical thinking skills
- Organizational skills
- Adaptability
- Complaint resolution
- Multi-tasking skills
- Flexibility
- Physically fit to handle repetitive tasks