

# Ana Leah C. Competente

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

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## EXPERIENCE

### BEEHIVE ADOPTIVE GLOBAL SOLUTION - Freelance Data Service Provider

Santiago, Isabela (Work from Home)

December 2022 - Current

- Checking client's loan requirements
- Email Support
- Approved/Reject client's loan application
- BIR and OR Submission

## SKILLS

- Flexible, result-oriented
- Complaint resolution
- Telephone inquiry
- Order fulfillment
- Shipping procedure understanding
- Documentation and reporting
- LiveChat and email

### Telus International Inc - Customer Service Representative

Quezon City, Philippines

July 2019 - May 2023

- Maintained customer satisfaction with forward-thinking strategies focussed on addressing customer needs and resolving concerns.
- Maintained a positive, empathetic and professional attitude toward customers at all times
- Responding promptly to customers' inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Processing refunds and returns of specific products.
- Email and Chat Support

## LANGUAGES

- English
- Tagalog

### Concentrix - Customer Service Representative

Quezon City, Philippines

May 2018 - February 2019

- Troubleshooting kindle devices of the customers
- Assisting customer to check the status of their orders
- Checking where their unknown charges came from providing refunds or credits if needed
- Troubleshooting the application on their devices
- Connecting their devices on the Internet
- Walk through the customer of setting up their new accounts
- Resetting password of the account as requested

## CHARACTER REFERENCE:

- **Kriselette Barcenas**  
+639055531443  
Entrepreneur
- **Veronica Geroche**  
+639054571805  
Entrepreneur
- **Raymar Pingol**  
+639451984508  
Administrative Officer I

## **Wirecomm - Fronliner**

Quezon City, Philippines

September 2017 - April 2018

- Handling back jobs.
- Receive phone calls.
- Performing financial transactions.
- Assisting client's questions, needs and complaints.
- Encoding daily sales.
- Daily BIR (columnar sheet) monitoring
- Daily receipt monitoring
- Inventory checking

## **LBC Express Inc. - Customer Associate**

Quezon City, Philippines

November 2013 - April 2014

- Answering client's inquiries.
- Processing bills payment.
- Assisting client's needs.
- Handling cargos and packages.
- Transacts money remittances.
- Receive phone calls.
- Performing financial transactions.

## **Unity Generic Pharmacy - Pharmacy Assistant**

Quezon City, Philippines

January 2011 - December 2012

- Cleaning pharmacy equipment: helps with the maintenance of equipment and supplies
- Assisting customers in selecting the right products
- Handle customer's questions
- Checking prescription and over-the-counter medications
- Demonstrating knowledge of the drugs being sold (right dosage for their age, right intake, and side effects)
- Receive phone calls
- Performing financial transactions
- Assisting inventory
- Establish and maintain patient profile

## **EDUCATION**

### **PRIMARY:**

- BAGONG PAG-ASA  
ELEMENTARY SCHOOL  
Quezon City 2nd District,  
Metro Manila  
June 1995 - March 1998
- CECILIO APOSTOL  
ELEMENTARY SCHOOL  
7th Avenue, Maria Clara  
St., Caloocan City  
June 1998 - March 2002

### **SECONDARY:**

- DIVINE MERCY COLLEGE  
FOUNDATION INC.  
129 Jose P. Bautista  
Avenue, Caloocan City  
June 2002 - March 2006

### **TERTIARY:**

- OUR LADY OF FATIMA  
UNIVERSITY  
120 McArthur Highway,  
Valenzuela City  
June 2006 - October 2010  
BS in Nursing





