

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.

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

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

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

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SKILLS

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

LANGUAGES

- English
- Tagalog

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

