

Kristin Marie Santiago

Passionate Teacher dedicated to creating, implementing and assessing instruction to meet student needs. Design and plan daily unit lessons and motivate students. Energetic and hardworking individual with excellent communication and organizational abilities.

Knowledgeable and dedicated customer service professional with extensive experience in the BPO industry. Solid team player with positive demeanor in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success.

Contact:

Address: Block 23 Lot 18 Purok Progreso Village Zone 2, Vista Alegre, Bacolod City, Negros Occidental 610
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Work History:

Jan 2021-Jan 2022: Technical Support Representative

Iqor Philippines: *Managed high levels of call flow and responded to technical support needs such as slow and no internet connection. Schedule a Technician visit for areas that have an outage due to bad weather or faulty line connections

Oct 2019-May 2020: Loan Originator

ARB Call Facilities *Made outbound calls to potential and existing customers by soft phone to qualify leads and provide quotations for Personal Loans.

Feb 2016-Oct 2018: Online English Teacher

51Talk Philippines *Used pre-written curriculum to teach students English via remote video conferencing.

Jan 2014-Oct 2015: Correspondence Analyst

Ubiquity Global Services Philippines *Worked with Email inquiries from customers to understand needs and look into unresolved services such as: Lifting an unauthorized transaction. Refund of a service charge and requesting a copy of Direct Deposit form.

Dec 2010-Feb 2012: Outbound Customer Service Representative

Call out Solutions Philippines *Made outbound calls to potential and existing customers by telephone to qualify leads and provide quotations for freight services.

May 2008-Nov 2009: Technical Support Representative

Convergys Philippines *Managed high levels of call flow and responded to technical support needs such as slow and no internet connection. Forget email and password. Schedule a Technician visit for areas that have an outage due to bad weather or faulty line connections.

Education: Associate of Science – Mar 2005-Oct 2008

John B. Lacson Colleges Foudation Pauline Village, Alijis,
Bacolod, 6100 Negros Occidental ***Certificate of Tourism
Hotel and Restaurant Management**

Skills:

- ☐ Working Headset
- ☐ Child Development
- ☐ Student Monitoring
- ☐ Outbound and Inbound calls
- ☐ Outbound Sales
- ☐ Customer Service