

## RESA L. NABOR

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**Objective:** To share my talents and skills in any jobs that will be associated with my job experiences, and to contribute significant ideas for company improvement, as well as to be able to learn new skills, ideas, and techniques related to my field of expertise. I am a hard worker who is also a fast learner who is always eager to learn new things. Experienced professional who can outperform expectations and make a significant contribution to the company.

### **EMPLOYMENT HISTORY**

#### **TDCX Philippines - May 12, 2022 – August 3, 2022**

##### Support Ambassador

- Provides assistance for reservation and process alteration for hosts and guest concern
- Perform coupon and loss credit if in need for compensation for cancelled reservation using Nova, and other data base
- Educating the customer regarding the instruction needed for specific concern.
- Resolve issue about payments, booking reservation and any other concern of the customer about the listing.

#### **Probe Group Philippines Incorporated - September 10, 2021 – January 31, 2022**

##### Customer Experience Executive – Seasonal Account

- Provide accurate and timely responses for inquiries coming through email and live chat support channels.
- Perform data and research functions. Provide support through known basic troubleshooting techniques.
- Manage and resolve customer complaints. Identify and escalate priority issues. Route transactions to appropriate resources, when necessary.
- Document all information on customer interaction according to standard operating procedures.
- Always strive for Good Customer Satisfaction and Experience.
- Ensure that all transactions are handled professionally based on the Quality Guidelines set by the Client.
- Maintain knowledge of functional areas and company policies and procedures.

#### **Talent World Group - September 20, 2019 – September 9, 2021**

##### Virtual Assistant

- Perform the work given consistent with the requirements of the client
- Tasks given are supported the present project needs (appointment setting, outbound call, CSR etc.); project lasts for two weeks to a month counting on the demands of the corporate.
- Do an outbound call to warm leads that have an idea about the services or products that we are offering online.

- Set an appointment for seminar; and/or make a possible survey on how the service and products be made to perform well in the market

**Australian Escapes Holiday & Travel Club** - February 20, 2018 – May 27, 2019

Member Service Representative – Reservation Support

- Assisted travel consultant to whom assigned
- Handles tasks, calls, emails and tickets using Zoho database
- Client relationship management, fact-gathering and itinerary planning associated with travel enquiries
- Pricing research and preparation of varied pricing and travel planning documentation; appointment setting and cold calling

**Hewlett Packard Enterprise / DXC Technology** - June 13, 2016 – August 25, 2017

HR Support/ Finance Associate III – Telstra (B2B)

- Handled phone calls and emails enquiry from Telstra employees; provided work instructions to process leave and remuneration
- Raised complaints / case number using HPSM regarding HR issues such as filling of leaves, recruitment, remuneration, benefits and adding dependents using SAP master database

**Teleperformance Incorporated** - March 10, 2015 – December 29, 2015

Consultant – Telstra Consumer

- Handled phone calls, provides resolution to the customer's query about their postpaid accounts
- Processed orders, adjustment and technical assistance to the customers.

**Jollibee Food Corporation** - October 16, 2012 – March 19, 2014

Assistant Manager III

- Managed cash control, sales, product, inventory, facility, manpower, security and repair quality.
- Planned the operation and performance of the area and organizing the assembly of the work, and therefore the workforce, training, and resources necessary, in an exceedingly way that accomplishes the specified and required outcomes to fulfill the goals.
- Provided the workers and their resources with enough guidance, direction, leadership, and support necessary to make sure that they're ready to accomplish their goals.
- Followed up to ensure that the commitment to achieve the goals is being administered in such a way that its accomplishment is assured. Review and assess the success of the goal, the plan, and therefore the allocation of the workers and their resources.

**HSBC Data Processing** - March 14, 2011- May 20, 2012

Operation Associate

- Handled phone calls and transact disputes enquiry of clients based in United Kingdom regarding their debit cards, monitoring and follow up unresolved issues
- Managed investigation about possible fraudulent transactions and process adjustments to our client's bank accounts.

**Metropolitan Manila Development Authority (MMDA) - November 26, 2008- March 12, 2010**

Security Agent I/ OIC in Operations

- Handled 200 people, possesses leadership; coordinates to the highest Position in both local government and private sector in Metro Manila before the operation took place (ex. Demolition job, clearing operation)

**Accenture Inc. - October 26, 2006- May 20, 2008**

Data Analyst / HR Coordinator

- Processed data analyzing, claim for a healthcare account based in US; Filing employee's 201 file; doing time report; clearing HR Issues (such as loans, Government Mandatory Benefits.)
- Assigned to administer disciplinary action to those employees who do not meet their metrics.

**AREAS OF EXPERTISE**

- Computer literate, preferably in MS Office applications, Corel, SAP, Zoho databases, and such.
- Data analyst and personnel management abilities, travel consulting, social media administration, appointment scheduling, online counseling, chat and email handling, experience to process claims for a health care provider.
- Experienced to handle financial, telco, travel and B2B account.
- Can do amazon product research, and social media page management.

**EDUCATION**

**National Teachers College**

Master of Arts in Counselling – (completed 1st Year)

**Southern Philippines Institute of Science and Technology**

Bachelor of Arts in Psychology – April 2006 (Graduate)