

SARAH JANE F. SOLOMON

Mobile No.: 09277655280

E-mail address: JaneJb0823@gmail.com

OBJECTIVE: A highly motivated and self-starting individual looking for position as Work at Home Agent with ABC company to provide outstanding customer service to each caller.

PERSONAL INFORMATION

Age:	43
Date of Birth:	October 8, 1979
Place of Birth:	Manila
Nationality:	Filipino
Sex:	Female
Civil Status:	Single

EDUCATIONAL BACKGROUND

Adamson University
Kalaw St. Manila
Computer Science

Manuel A. Roxas High School
Quirino Ave. Manila

- Consistent Honor Student
- Excellence in Math

Makati Elementary School
Makati City

- Consistent Honor Student
- Excellence in English

SEMINARS AND WORKSHOP ATTENDED

Company Sales Rally Shakeys Pasong Tamo	September 2006
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Restaurant Staff Development Program Graduate	May 2006
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Verbal Advantage Call Center Training	November 2007
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SPECIAL SKILLS

- Good Leadership skill.
 - Efficient Team Worker.
 - Energetic and Hardworking.
 - Willing to be trained to meet the company's standard.
 - Has a good sense of responsibility and willing to work in any environment.
 - Can work duly on time even under pressure.
 - Customer service oriented.
 - Goal driven
 - Multitasking
 - Handling Difficult Customer
 - Positive Attitude
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WORKING EXPERIENCE

24-7 Intouch

November 2021 – January 2023

12th Flr. Cyberpark Tower I
Araneta Center Quezon City

Resolutions 1 Support Ambassador
AirBnb

- Documented all customer inquiries and comments thoroughly and quickly.
- Greeted customers in timely fashion, while quickly determining their needs.
- Consistently provided professional, friendly and engaging tone.
- Accurately documented, researched and resolved customer service issues.
- Consistent in hitting the monthly target on SPD and Survey.

Interglobe Technologies Inc.

December 2014 – January 2017

2nd Flr. Worldwide Corporate Center
Shaw Boulevard Mandaluyong City

Executive Operation
Hotwire Sales

- Booked hotels and cars international with Hotwire.com reservation.
- Documented all customer inquiries and comments thoroughly and quickly.
- Processed credit payments rapidly and accurately.

- Greeted customers in timely fashion, while quickly determining their needs.
- Consistently provided professional, friendly and engaging tone.
- Accurately documented, researched and resolved customer service issues.
- Consistent in hitting the monthly target on AHT and Conversion.
- Top Performer on Hotels and Cars Sales.

FIS Global Support

May 2014 – December 2014

EcoPlaza Bldg.
Pasong Tamo Ext. Makati City

Executive Operation
Prepaid Account

- Greeted customers in timely fashion, while quickly determining their needs.
- Documented all customer inquiries and comments thoroughly and quickly.
- Accurately documented, researched and resolved customer service issues ex. Debits, Fraud, and other credit card issues.
- Consistently provided professional, friendly and engaging tone.

Aegis PeopleSupport Center

December 2011 – March 2014

Ayala Ave. cor Sen. Gil Puyat Ave.

Executive Operation
Expedia Sales

- Booked hotels in United States with Expedia.com reservation.
- Documented all customer inquiries and comments thoroughly and quickly.
- Processed credit payments rapidly and accurately.
- Greeted customers in timely fashion, while quickly determining their needs.
- Consistently provided professional, friendly and engaging tone.
- Accurately documented, researched and resolved customer service issues.
- Consistent in hitting the monthly target on AHT and Conversion.
- Top Performer on Hotels Sales

Kgb_Philippines

November 2007 – November 2011

RCBC Tower 2, Makati City

Customer Service Representative
U.S Directory Assistance Account

- Consistently provided professional, friendly and engaging tone.
- Accurately documented, researched and resolved customer service issues.
- Effectively managed a high-volume of inbound customer calls.
- Consistently having high Customer Satisfaction Score (CSAT).

Shakey's Pizza Restaurant
Mandaluyong Circle

May 2003 – October 2007

Restaurant Marketing Coordinator

- Assisted in cashiering and Point Of Sales (POS) system procedures during busy hours.
- Assisted with guest inquiries, take-out orders and restaurant cleanliness.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transaction for other staff.
- Provide friendly and attentively service.

Shakey's Pizza Restaurant
Makati Ave.

January – July 2001

Cashier / Food Server

- Assisted in cashiering and Point Of Sales (POS) system procedures during busy hours.
- Assisted with guest inquiries, take-out orders and restaurant cleanliness.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transaction for other staff.
- Provide friendly and attentively service.

Shakey's Pizza Restaurant
Makati Ave.

April – October 1998

Cashier / Food Server

- Assisted in cashiering and Point Of Sales (POS) system procedures during busy hours.
 - Assisted with guest inquiries, take-out orders and restaurant cleanliness.
 - Displayed enthusiasm and knowledge about the restaurant's menu and products.
 - Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transaction for other staff.
 - Provide friendly and attentively service.
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CHARACTER REFERENCE

- Donna Santos – 09329099311
Team Leader, Interglobe Technologies Inc.
- Inigo Rjhaey Villafuerte– 09053526678
Operation Supervisor, Sitel Inc.
- Mhalveron Escobello - 09771858623
Team Lead, Interglobe Technologies Inc.
- Mechelle Ann Ciervo – 09203667205
Team Lead, 24-7 Intouch