



Shaira Faronal

CUSTOMER SERVICE SUPPORT

I'm Shaira Faronal, Customer Service Support with 2 years experience handling various functions of Customer Service, from dealing with dissatisfied customers to answering email, chat or phone calls. In my current position, I have developed and utilized various skills to help achieve results and contribute to the company's productivity.

Expert Skills

Good Communication ● ● ● ● ●

Phone, Email and Chat Support ● ● ● ● ●

Time Management ● ● ● ● ●

Contact

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Education History

UNIVERSITY OF MAKATI

- BSBA in Human Resources Management and Development

HIGHER SCHOOL NG UMAK

- Graduated Class of 2017
- Completed Elective Courses: Food and Beverage, Bread and Pastry, Cookery, and Bartending.
- Completed 350 hrs of On the Job Training in a Fast food Industry.

Work Experience

CUSTOMER SUPPORT

FIS FLOBAL SOLUTIONS/ 2020 - 2022

- Manages inbound and outbound calls
- Assess customer financial situation and resolve customer issue in timely and efficient manner.

CUSTOMER SUPPORT/ TIER 2

Teleperformance / 2019– 2020

- Assists customer's general inquiry and complaint about the product
- Prepared detailed reports and contacting billers/ merchant