

# Odessa Iglesia Yim

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## CAREER OBJECTIVE

To pursue a highly challenging career in the BPO industry and work closely with a team of well-experienced professionals that may enable my knowledge and skills to grow along with the firm.

## WORKING EXPERIENCE

### *Client Service Associate*

#### *TDCX Philippines*

**19 Oct. 2020 – 22 Dec. 22 2022**

Industry: Call Center / IT-Enabled Services / BPO Industry

Specialization: Call Center / IT – Enabled Services / BPO Industry

Role Customer Service: Client Service Associate

Name of Account: Facebook (APAC Region)

#### **Job Description:**

- Assist customer to their account concern.
- Provide excellent customer service at all time.
- Follow all policies & procedures set by the clients.
- Undertake all other required duties.
- Pure live chat and email assistance with client.

### *Customer Experience Specialist*

#### *Teledirectasia Philippines*

**3 Aug. 2015 up to March 16, 2020**

Industry: Call Center / IT-Enabled Services / BPO Industry

Specialization: Call Center / IT – Enabled Services / BPO Industry

Role Customer Service: Customer Experience Specialist

Name of Account: CX Airbnb R2 (APAC Region)

#### **Job Description:**

- Assist customer to their reservation concern.
- Provide excellent customer service at all time.
- Follow all policies & procedures set by the clients.
- Undertake all other required duties.
- Supporting customers via live chat, email, and phone.

***Customer Account Executive (CAE)***

***The Results Companies***

***17 Feb 2014 to Feb. 2105***

Industry: Call Center / IT-Enabled Services / BPO Industry

Specialization: Call Center / IT – Enabled Services / BPO Industry

Role Customer Service: Customer Account Executive, Technical Support Executive & Sales Support Executive (Agent)

Name of Account: Comcast ([www.comcast.com](http://www.comcast.com)) (International US Based)

***Job Description:***

- Assist customer to their cable service.
- Troubleshoot video repair over the phone.
- Explain the billing cycle & assist credit card payments over the phone.
- Provide excellent customer service at all time.
- Follow all policies & procedures set by the clients.
- Upsell services as necessary.
- Undertake all other required duties.

***Customer Service Executive***

***SITEL Philippines***

***30 Sept 2013 to 30 Dec 2013***

Industry: Call Center / IT-Enabled Services / BPO

Specialization: Call Center / IT-Enabled Services / BPO

Role Customer Service: Customer Service Executive

Name of Account: Macy's Online Shopping ([www.macys.com](http://www.macys.com)) (International US Based)

Reason for leaving: Finished Contract / Seasonal Account

***Job Description:***

- Process customers order over the phone.
- Assists customers with their credit card payments & concerns.
- Follow all policies & procedures set by the clients.
- Upsell services as necessary.
- Undertake all other required duties.

***Technical Support Executive (TSR)***

***Customer Service Executive (CSR)***

***VCustomer Philippines Inc.***

***28 Oct 2010 to 22 July 2013***

Industry: Call Center / IT-Enabled Services / BPO

Specialization: Call Center / IT-Enabled Services / BPO

Role Customer Service: Customer Service Executive & Technical Support Executive (Agent)

Name of Account: Net gear ([www.netgear.com](http://www.netgear.com)) (International US & UK Based)

Reason for leaving: Account Transferred to another site

***Job Description:***

- Troubleshoot Internet connections, browser issue or other related technology over the phone.

- Familiar with computer networking, cable, ADSL, DSL connection.
- Familiar with wired/wireless connection modem & router.
- Good to Excellent PC Troubleshooting.
- Familiar with all Operating System (Win. XP, Vista, 7, 8, Mac OS)
- Provide resolution to customer's queries/concerns.
- Provide excellent customer service.
- Utilize available resources to perform tasks & resolve customer issues.
- Provide excellent customer service at all time.

### ***Customer Service Assistant (CSA) / Service Crew***

#### ***Max's Restaurant***

***20 July 2007 to 19 Dec 2007***

Industry: Food & Beverage / Catering / Restaurant / Dining

Specialization: Food & Beverage / Catering / Restaurant / Dining

Role Customer Service: Customer Service Assistant

Reasons for leaving: Finished Contract

#### **Job Description:**

- Greet and escorts customers to their tables.
- Present menus to patrons and answer questions about menu items.
- Explain how various menu items are prepared, describing ingredients and cooking method.
- Inform customers of daily specials.
- Taking customers order.

### **SKILLS**

- Computer Literate (Microsoft Office & Excel)
- Excellent English communication skills.
- Adaptable & flexible.
- Good analytical skills.
- Ability to communicate effectively with customers.
- Always go the extra mile to achieve customer satisfaction.
- Able to communicate at all levels of constituencies - external/internal customers & senior management.
- Excellent phone & problem solving skills.
- Provide excellent customer service at all time.

### **SPECIALIZATION**

- Call Center / IT- Enabled Services / BPO Industry
- Customer Service – General

### **SEMINAR / TRAINING ATTENDED**

Finishing Course for Call Center Agent NC II / English Chatroom (TESDA ACCREDITED)

06 July 2009 to 31 July 2009

Customer Service Training

MAX'S Restaurant

17 July 2007 to 18 July 2007

## **EDUCATIONAL ATTAINMENT**

2004 – 2006: AMA COMPUTER LEARNING CENTER

Vocational Course: Computer System & Network Technology

## **LANGUAGES**

<u>Language</u>	<u>Spoken</u>	<u>Written</u>
English	Excellent	Excellent
Filipino	Excellent	Excellent

**CHARACTER REFERENCES:** Available upon request