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JAZZIE MAE RIMANDO

OBJECTIVE

Collaborative and reliable team player seeking a challenging and dynamic work environment. Offers a proactive and pre-emptive approach to effectively meet company needs. Shares negotiation and conflict resolution skills. Experienced in CRM and data management. A productive employee with a proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

EXPERIENCE

APPOINTMENT SETTER, 10/2022 – 01/2023

MERCHANT SELECT RATE (Work-from-home set up) – Baguio City, Benguet

- Handled 150+ Outbound calls daily to various niche to set appointments with a USbased advisor/ entrepreneur that specializes on fixed-cost reduction.
- Spoke with customers on phone to schedule, remind and follow up on appointments.
- Updated reports and daily logs for management use and permanent files.

SUPERVISOR, 12/2018 – 01/2023

SITEL – Baguio City, Benguet

- Handled a team of 15 customer service representatives for a US-based telecommunication company (AT&T and DirecTV) from December 2018 to September 2022.
- Handled a team of 20 customer service representatives for a UK-based telecommunication company (Virgin Media, UK) December 2022 to January 2023.
- Took 4 hours of inbound calls weekly to maintain product expertise and takes managerial calls from team members real-time.
- Aligned day-to-day activities with targets set by upper management.
- Monitored compliance with workplace policies.
- Equipped staff with knowledge and skills to reach company targets, coaching and mentoring new joiners and underperforming employees in best operational practices.
- Identified high-ranking performance to promote and reward employees.
- Drafted and submitted reports to inform management regarding performance of employees.
- Investigated and resolved customer complaints within target timescales to increase retention and loyalty.
- Upskilled workforce to develop sales techniques and query resolution.
- Provided one-on-one coaching to improve productivity and skills of employees
- Conducted evaluations to measure performance and progress of employees.
- Safeguarded timekeeping and personnel documents to maintain accurate records.

CUSTOMER SERVICE REPRESENTATIVE, 07/2016 – 12/2018

SITEL – Baguio City, Benguet

- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Trained and mentored customer service team in service standards, loyalty programs and sales techniques.
- Followed up on customer issues, reaching out to verify satisfaction beyond initial communication.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Assisted customers with product-related questions, feedback and complaints.
- Developed empathetic client relationships and earned reputation for consistently exceeding sales goals.
- Assisted customers with important purchasing choices, identifying needs and employing product expertise to make appropriate suggestions.
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution.

EDUCATION

BACHELOR OF ARTS, Communications, 2016

University of the Cordilleras – Baguio City, Benguet

- Academic Achievement Award - Cum Laude with GPA score of 90%
- Citation as College Scholar Second Trimester, March 2015
- Citation as Dean's Lister First Trimester, March 2015
- Citation as Dean's Lister Second Trimester, March 2014
- Citation in Thesis Research
- Member of UC College of Arts and Sciences Student Council

SKILLS

- Excellent verbal and non-verbal communication skills
- Expertise in using MSO, CRM tools; and photo and video editing tools like Canvas, Adobe Software, Power Director, etc.
- Record-keeping expertise
- Schedule coordination
- Sales script development
- Outbound call management
- Warm and cold calling

RECENT ACCOMPLISHMENTS

- Received Recognition as "Top Coach" in March 2022
 - Received Recognition as "Overall Top Coach for Year 2021", awarded on January 2022
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CERTIFICATIONS

- Leadership Growth Point (Coach Track Trainee Program)
- Leadership Growth Point (Coach Apprenticeship Program)
- Leadership Academy Workshop

CHARACTER REFERENCES

Allan Christian Dela Cruz

Relationship to applicant & position: Former Manager, Operations Manager

Company: Sitel

Email address: allanchristian.delacruz1@gmail.com

Contact number/s: 09985481335

the best time to call them: Early Morning/Evening

Sheila Lepting

Relationship to applicant & position: Former Quality Manager, Quality Manager

Company: Sitel

Email address: sheilalepting@gmail.com

Contact number/s: 09676019986

the best time to call them: Evening

Jose Bien Tejo

Relationship to applicant & position: Former Manager, Operations Manager - Company: Sitel

Email address: josebientejo.bt@gmail.com

Contact number/s: 09176845240

the best time to call them: Anytime

Ronel Marinas

Relationship to applicant & position: Former Quality Manager, Quality Manager

Company: Sitel

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the best time to call them: Anytime
