



Shara Mae Quinones

0399 Star Apple St. Corner Avocado St Gent.De Leon Valenzuela
City.

09949281071 | shajelbriannaisle.027221427@gmail.com

Experience

- East Asia Customer Solutions** January 2009 - March 2012
Customer Service Representative
Accurately process customer transactions, including online payment through credit card payments.
Maintain detailed records of sales, customer interactions through email, chat and calls by providing relevant informations.
* Provide travel details to the customer.
*Assisting customer to get specific tickets to their specific destinations.
*Selling some travel products to the customers.
- Avon Philippines** April 2012 - Dec 2017
Assistant Secretary
*Manage the administrative and clerical duties of managers accounts.
*Coordinating with other departments to ensure that the organization's policies are carried out effectively.
*Reviewing Reports from other departments within the organization to ensure that they are accurate and complete.
*Taking notes during meetings and preparing minutes.
*Handling correspondence and filling documents.
*Organizing work schedules, meetings and travel plans.
- Vxi Philippines** January 2018 - February 2019
Customer Sales Representative
*Providing superior customer service over the phone and through company chat tools.
*Knowing the product inside and out so that we can easily answer questions real time.
*Responding promptly to customer inquiries and complaints.
- Techmahidra** September 2019 - April 2021
Customer Service Representative Senior Level
*Keeping customer feedback and passing it on the store manager.
*Managing product returns.
*Learning about products and providing accurate information about their features and pricing to the customers.
*Keeping the customers informed about the latest discounts and special offers.
*Cross selling products as often s possible.
*Engaging to all customers specifically American Holiday such as Black Friday and Thanks giving day and more.
*
- Legato** May 2021 - February 2023
Customer Service Representative
*Engaged with the customers who has related concern regarding with their hospital needs, hospital inquiries, Healthcare benefits, insurance companies.
*Responsible for answering the phone, responding to inquiries of specific medical concern.
*Scheduling medical appointments or surgeries.
- Probe Cx** March 06,2023 - June 05,2023
Chat Support Specialist
*Responding to customers queries in a timely and accurate way via phone, email and chat.
*Identifying customer needs and helping customer needs and helping customers use specific features.
*Analyzing and reporting product malfunctions testing different scenarios.
*Updating internal databases with information about technical issues and useful conversations with any customers.

Education

- **Divine Mercy College Foundation Inc.**
Bachelor of Elementary Education

2008

Skills

- *Communications *Problem Solving *Creativity *Flexibility *Work ethic *Adaptability *Work Ethic