

PERSONAL INFORMATION

Name:	Ivy May Balbuena
Address:	Ilang -Ilang St. Poblacion, Mabinay Negros Oriental
Date of Birth:	May 15, 1990
Age:	33 y.o
Place of Birth:	Parañaque, Metro Manila
Status:	Single

CONTACT DETAILS

Globe: **09056285154**
Smart: **09086312890**
Email: **ibyangmay15@gmail.com**

EDUCATIONAL BACKGROUND

Elementary 1996- 2002

Mabinay Central School

High School 2002-2006

Mabinay National High School

College 2006- 2010

Negros Oriental State Universty-Bais Campus
Bachelor of Elementary Education

Skills:

Strong verbal and written communications,
Good problem solving skills,
Time flexibility
Team membership and adaptability
Computer literacy (Windows environment)

SUMMARY OF WORK EXPERIENCE:

Dec 2010- July 2012

Call Centre Representative Convergys,
Cebu

Responsibilities:

Meeting high volume KPI performance standards,
Meeting required standards of service,
Administration duties as required
Data entry
Inquiries
SIK activation

Nov 2012- March 2013

Call Center Representative Teletech
Dumaguete City

Responsibilities
Meeting high volume KPI performance standards,
Meeting required standards of service,
Administration duties as required
Data entry
Bill Inquiries

Aug 2013- Dec 2014

Call Center Representative
Teleperformance Bacolod City

Responsibilities
Meeting high volume KPI performance standards,
Meeting required standards of service,
Administration duties as required
Data entry
Bill Inquiries
Minor Tech resolution Sale

February 2015- July 2015 Call

Center Representative Qualfon,
Dumaguete City

Responsibilities
Handle customer and technical support for mobile company
First account that I had that was based on Quality Assurance in order to pass the metrics

September 2015- March 2016

Senior Data Entry Clerk
United Health Group, IT Park Cebu City

Responsibilities

Process individual/family application for US health insurance

Do multi- tasking at the same time meeting quota for specific week

Learn to organize tools and files since it's a back office account and part of the scorecard is tools organization

March 2016- July 2016

Technical Representative Sykes

Asia Cebu City

Responsibilities

Handles technical calls regarding internet-dsl connection of the customers

Performs basic TS

Send dispatch

Process modem replacements

October 2016- February 2018 Customer

Service Associate

Opsify Philippines - Cebu City

Responsibilities

Handles Voice, Email and Chat support for an Online Retails shop catering to UK customers

Was then move recently to online Flower Shop for US customers Currently

floating since the flower account is only seasonal

April 2018 - September 2018

Customer Service Representative Teleperformanc3

- Bacolod City

Responsibilities

Assist inbound calls related to flight, hotel or car reservation

Outbound call to partner airlines, hotels and car rental compant to verify, modify or cancel reservation

October 2018 - March 2019

Customer Service Representative Ubiquity

- Bacolod City

Responsibilities

Assist inbound calls related to prepaid debit card

Investigate and submit fraudulent report if debit card has been compromised
Help customer check there direct deposit or payroll deposit schedule
Help customer activate or deactivate there prepaid debit carD

Sept 2019- December 2019

Customer service representative
Inspiro – Dumaguete City Seasonal
account

Responsibilities

Assist inbound calls coming from parents and teacher
Check the order status, process replacement and refund if necessary

January 3, 2020 – February 21, 2020

Customer Service Representative
Inspiro – Dumaguete City Seasonal
account

Responsibilities

Assist inbound calls inquiring order status and order complains
Assist in placing order and do upselling too
Check the order status, process replacement and refund if necessary

February 3, 2021- Present

Get Wonders- Dumaguete City

Customer Service Representative- 6mos

Responsibilities

Assist customers in placing order for different Chinese restaurants
Assist customers asking status of their orders

Mentor - 1 yr and 4mos

Responsibilities

Supports new hire agents while they are on OJT.

Assist daily progress if the agent is qualified to be endorsed to Ops. Does call audits whether agent can be certified or not

Team Lead Apprentice- 6 mos

Responsibilities

Handles team usually consist of 10-11 agents

Does coaching, SBS, triads to help outlier agents

Issues Corrective Actions to agents with attendance issue or failed KPI's

Does daily and weekly report to the manager regarding teams performance