

## LYDIA CUNANAN

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### PROFILE:

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- An optimistic, passionate, and responsible individual with a proven track record in process improvement for 13 years in customer service. Who wants to showcase my interpersonal negotiation and communication skills to help the company achieve its target of increasing business revenue.

### EDUCATION:

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*BS Business Administration major in Management*  
Asia Pacific College, Makati City

Nov 2017

### SKILLS:

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- Interpersonal Communication
- Good Attention to detail
- Customer Service
- Strong Decision-Making
- Leadership

### WORK EXPERIENCE:

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#### **Mommy Lyd's Variety Store Owner (online store)**

June 2022- present

- Entrepreneur, SMM, writes articles based on in-depth research and creates graphics to produce high-quality content that attracts a sizable amount of engagement and reactions.

#### **TELUS International Philippines**

October 2008 - July 15, 2022

##### *Loyalty and Retention Specialist (TELUS Mobility)*

June 2013- July 2022

- Keep 98% of the client's business & loyalty with TELUS.
- Assure clients will likely recommend TELUS to their families, friends, and neighbors.
- The cross-trained agent also deals with billing, payment, and payment plans.

##### *Technical Support Specialist (TELECOM New Zealand)*

June 2011-June2013

- Fix customers' mobile phone issues by troubleshooting.

##### *Customer Service Representative (ALTEL)*

October 2008-June 2011

- Resolve customers' concerns about disputes and prepaid top-ups.

### SEMINAR/TRAINING ATTENDED:

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- N5 Japanese Language Training(JandR Online Tutorial) 150 hrs April 24- June30,2023
- e-Commerce Training (Freelance Academy) Nov 21- Nov 25, 2022
- Basic and Level 2 Video Editing (graphics media) Oct 25- Nov 6, 2022
- Virtual Assistant PhDads Internship June 2021-Nov 2022
- i-Aspire Essentials (For Career growth TELUS) Dec 2021 - Jan2022
- Developmental Team lead (TLOIC TELUS) May 2021-June2021