

# CONTACT



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# GLENZY ALEA L. FORTUNA

## SUMMARY

Friendly Customer Team Member with experience Customer Service environments. Takes instruction well and proactively responds to varying demands. I am dedicated to maintaining satisfaction through fast, knowledgeable assistance. Versed in Google Workspace processes and ways to resolve different issues. Skilled in GDS or Sabre tool. Detail-oriented with top skills in customer relations, problem-solving and recordkeeping. Talented in addressing different service and product problems with thorough and positive style.



## EDUCATION

Doctor of Veterinary Medicine  
Cebu Technological University  
2019–2022

## SKILLS

- Journalism
- Customer Service
- Payment processing
- Extensive product knowledge
- Chat Support
- Self-disciplined
- Team player
- Hardworking
- Strong work ethic
- Shift work experience
- Eye for accuracy
- Customer Satisfaction
- Google Workspace
- Google Suite
- Microsoft Office
- Active listening

## CERTIFICATES

- Red Cross Youth Volunteer
- Journalism with other student leaders in different CTU campuses
- The VA Camp

## EXPERIENCE

### Healthcare Associate – ResultsCX

June 2021 – April 2022

- Delivered effective interventions safely and professionally to aid recovery in line with personal client goals.
- Actively listened to patients' complaints and feedback, actioning improvements to continuously elevate quality of care.
- Reduced patient anxiety by clearly and calmly explaining clinical processes and procedures.
- Helped patients with their Prescription Drug Plan

### Travel Care Specialist – Teleperformance

April 2022 – July 2023

- Worked with other departments/vendors to resolve any operational and technical problems.
- Developed travel itineraries for American Express clients based on budgets and client needs.
- Organized all holiday matters from beginning to end, including booking tickets and accommodation and securing rental transportation.
- Took payments via credit and debit cards and handled all sensitive information with professionalism and discretion.