

JERALDINE R. OPO

Personal Info

Address : Sitio San Antonio, Jagobiao, Mandaue city

Email address : opogeraldiner@gmail.com

Date of Birth : November 12, 1999

Present Age : 23

Nationality : Filipino

Marital Status : Single

Number : 09673748063



OBJECTIVE

Passionate and detail-oriented employee and trained in conflict resolution and communication. Eager to join to a company to build customer loyalty by leveraging interpersonal skills and offering top customer service.

EXPERIENCE

CHERRYMAE V. DIAZ

HR MANAGER | Atlas Creative Group Inc.

Chat Support Representative | March 10, 2019

- I have a 2 years' experience in Customer service in the E-commerce Business.
- Grow customer loyalty and maintain the highest level of customer service.
- Resolves product issues (customer complaints) by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Resolves chargeback that the customers file a dispute.
- Helped to resolve a recurring product complaint by analyzing reports.
- Maintains customer records by updating account information.
- Place or cancel orders from direct customers, distributors and agents.
- Attracts potential customers by answering product and service questions, suggesting information about other products and services.

VEVERLY GUTIEREZ

Team Leader | Tech Mahindra VCustomer Care | UPS Account

Customer Service Representative | September 17, 2021 – January 7, 2022

- Deal with a high volume of inbound and outbound phone calls.
- Maintain relationships with carriers and customers.
- Provide exceptional customer service to customers and carriers.
- Solve customer and carrier problems and help resolve issues.
- Responsible of working on healthcare critical and secure account packages to make sure are moving as planned.
- Responsible of reviewing and following the SOP designed for each customer account to be able proactively work on possible delayed shipments.
- Responsible for notifying customers with the status base.
- Hand off and rerouting to the partner site to assure continuation of work on premier packages.
- Provide shipment quotes for customers and set up shipments as required by customers.

JOHN KALVIN TULDA

Team Leader | Tech Mahindra VCustomer Care | UPS Account Hybrid

LOB : Package Information – Blended | Jan. 7, 2022 – Sept. 16, 2022

- Responsible for processing the lost package.
- Responsible to direct contact the shipper for the follow up.
- Contact the center for the package found.
- Closed the investigation for lost package to proceed from claim for the refund.
- Deal with a high volume of investigation to track lost package.
- Listen and understand customers concerns while also providing helpful information.

KATE CYRISH ACABAL

Team Leader | Tech Mahindra VCustomer Care | UPS Account

Back Office LOB – Claims | Sept. 19, 2022 – March 19, 2023

- Process to reimburse the customers for their lost or damaged merchandise and transportation charges.
- Identifying the commodity of the material or the merchandise.
- Calculating the total cost requested amount or total the cost what is the verified amount through the system
- Receive inbound calls which providing the status of claim, updating the address for the check, and follow up the check from the accounting department.
- Responsible for finalizing claims if it is paid or denied.
- Do outbound calls and discussed the claim amount different and voiding process.

EDUCATIONAL

Primary Education

Casili Elementary School

2011 – 2012

Casili, Consolacion, Cebu

Junior High School Education

Canduman National High School

2012 – 2016

Housing Street, Canduman, Mandaue city, Cebu

Senior High School Education

University of Cebu Lapu-Lapu and Mandaue (UCLM)

Accountancy, Business, and Management (ABM)

2017 – 2018 Senior High school Graduate

AC Cortes Avenue, Looc, Mandaue City

SKILLS AND CHARACTERISTICS

- Know at Microsoft Word: MS Excel, Microsoft Office, MS PowerPoint, MS Word.
- Speaking, Listening, and Questioning skills
- Solution Oriented
- Developed strong problem-solving skills
- Polished communication skills.
- Building Customer Loyalty
- Attention to Detail
- Improving Customer Experience
- Positive Attitude
- Complaint Resolution
- Leadership
- Product Knowledge
- Computer Literate
- Salesforce
- WPM: 60