

## CHARLES LYNDON C. ABUEG

Blk. 5 Lot 40 Phase 2 Springtown Villas, Gaya Gaya, SJDM, Bulacan

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### CAREER OBJECTIVE:

Highly organized and detail-oriented worker with a drive to exceed expectations and provide solution to complex problems. Seeking to leverage skills and knowledge to contribute to team success.

### SKILLS:

- ✓ Technical and critical problem solving skills
- ✓ Attention to details and good communication skills
- ✓ Strong work ethics and collaborative engagement
- ✓ Good behaviour and adaptability
- ✓ Patience and empathy

### EDUCATION:

High School	:	<b>Pasay City North High School</b>	Pasay City
		Consistent Honored Student	2001-2005

### EXPERIENCE:

January 2022 - June 2023

❖ **Associate Operations**

**WNS Global Services Inc.** Quezon City, Metro Manila

- . Manage incoming travel account calls and customer service inquiries using Global Distribution System for airline ticketing process and voyager classics for flights, hotel and car rental reservation and modification to assess customer needs and achieve a total quality customer satisfaction.
- . Handle customer complaints with good behaviour and empathy, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolutions. Keep records of customer interaction, process customer accounts and file documents. Follow communication procedures and policies. Take the extra mile to engage customers.

- . Answering customer questions through phone calls, live chat or email and provide information about our services in flights, hotel and car rental reservations and assisting them with easy troubleshooting issues on their itinerary.
- . Coordinated with internal teams such as ticketing and relocations department to optimize workflow processes and maximize time management.
- . To assist guest with check-in and check-out processes, provide guest with hotel and car rental services information in an attentive, courteous and friendly manner.

July 2019 - March 2020

❖ **Sales Associate Specialist**

**Intellismart Technology Inc.** Quezon City, Metro Manila

- . Successfully achieved monthly sales goals by actively engaging with customers and promoting cctv products and services. Providing product demonstration to engage more customers regarding indoor and outdoor cctv cameras.
- . Built and establish strong relationships with customers, enabling long time partnerships. Used knowledge of company products and services to recommend solutions to customer.
- . Provide exceptional customer service while ensuring total satisfaction with every purchase experience. Manage returns and exchanges efficiently according to company standards.

February 2010 - February 2018

❖ **Promodiser**

**Anjene Industries Inc.** Meycauayan City, Bulacan

- . Provided efficient and courteous service to customers at all times. Utilized creative problem-solving abilities to resolve issues quickly and effectively regarding kitchenware products.
- . Assessed clients needs in order to provide appropriate solutions based on their goals and objectives towards cookware items. Engaged and inspired shoppers to buy more items with organized merchandising strategies.
- . Monitored sales performance and adjusted merchandised display accordingly. Analyzed competitor activities in order to develop more effective promotional strategies.

## CHARACTER REFERENCE:

**Mr. Marlon Manalang**

CEO Anjene Industries, Inc.

Meycauayan City, Bulacan  
(02) 8401-9630

