

NOREEN CRISTINA BUZAR

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WORK EXPERIENCE:

MY FREIGHT STAFF

Rancho Cucamonga, California (Remote)

Apr. 2023-Present

Internal Virtual Assistant

- Provided support to a team of 40-50 virtual assistants; monitored attendance and productivity, provided performance and client feedback, issued corrective actions, and escalated concerns to management.
- Utilized Zoho CRM to send emails and share notes and updates on tasks to streamline communication and workflow.
- Scheduled monthly support meetings and systems checks in Zoho and conducted monthly meetings with virtual assistants to ensure success and identify potential issues for prompt resolution.

WONDERS CORPORATION

Pasig City, Metro Manila

Jul. 2019-Jun. 2022

Operations Team Lead

Nov. 2020-Jun. 2022

- Managed and developed a team of 10-15 Customer Service Representatives, monitored attendance and performance.
- Provided coaching and mentoring to team members for performance management.
- Audited calls for professionalism and quality.

Training Administrator

Feb. 2020-Nov. 2020

- Administered offline sessions to complete restaurant assessments.
- Regularly reviewed restaurant count per agent against PDP week.

Mentor

Nov. 2019-Feb. 2020

- Coached trainees to ensure knowledge retention and product mastery; assisted agents with process-related questions and POS issues.
- Provided daily feedback and observations to assigned trainees.

Customer Service Representative

Jul. 2019-Nov. 2019

- Handled inbound orders for restaurants across the United States; provided information on inquiries regarding restaurant menu items.

VXI GLOBAL SOLUTIONS

Quezon City, Metro Manila

Jun. 2018-Jul. 2019

Sales/Customer Service Representative

- Assisted customers with billing questions, payment plans, device troubleshooting, and upgrades.
- Turned customer complaints or inquiries into sales opportunities by promoting products and services that meet customer needs.

TRANSWORLD SYSTEMS INC.

Pasig City, Metro Manila

Jul. 2017-May 2018

Collections Specialist

- Assisted in resolving delinquent accounts by negotiating immediate full payments or acceptable payment arrangements.
- Handled incoming calls regarding customer inquiries, billing questions, and payment arrangements.
- Collected customer payments following due dates.

ALORICA

Quezon City, Metro Manila

Jun. 2016-May 2017

Customer Service Representative

- Assisted customers with billing questions, payment plans, device troubleshooting, and upgrades.
- Recorded customer interactions, details of inquiries, complaints, or comments, and actions taken.

COMPUTER SKILLS:

Microsoft 365, Google Workspace, Zoho CRM, Time Doctor, RingCentral, Dropbox, Slack, Asana, Skype, Loom, Hubstaff, Calendly, Podio, Zoom, Canva, Grammarly

EDUCATION:**Bachelor of Science in Architecture**

Technological Institute of the Philippines
Cubao, Quezon City
2015

Bachelor of Science in Biology

University of Santo Tomas
España, Manila
2014