



## **Rosales, Lady Merizza C.**

Central Luzon, Philippines

Email: ladymerizzarosales@gmail.com

Mobile: 09278827491 | 09475677266

### **Professional Summary**

A highly skilled professional with 8 years of experience in customer service, email support, chat, and phone support within a BPO environment. Adept at troubleshooting technical issues, delivering exceptional customer experiences, and ensuring timely resolution of complex inquiries. With 2-year of data entry, cold calling, and appointment setting experience, passionate about enhancing team productivity and customer satisfaction. Committed to continuous learning and leadership growth.

### **Employment History:**

**Freelancer - Appointment Setter, Data Entry, Cold Calling, Chat Moderator, Call Moderator**

*Various Companies (Avas Flowers, Intellica, Orbio World)*

- Conducted cold calling to generate leads and set appointments for clients.
- Performed data entry and managed large volumes of information with high accuracy.
- Moderated chat and call platforms to ensure smooth communication and high-quality customer interactions.

- Provided support to customers, answering inquiries and resolving issues as they arose.
- **Sales Expert, Customer Service Associate**  
***Sutherland Global Services*** – [BGC Taguig]  
September 2021 - November 13, 2022
- **Sprint and T-Mobile**
- Provided exceptional customer service via phone, email, and live chat.
- Assisted customers with troubleshooting technical issues and resolving product inquiries.
- Met and exceeded sales targets, contributing to the team's growth.
- Managed complex customer issues and ensured timely and effective solutions.
- **Customer Service Associate, Sales Expert**  
***IQOR Philippines*** – [Clark Pampanga]  
September 2020 - September 2021
- **Sprint and T-Mobile**
- Delivered high-quality customer support and product/service knowledge to customers.
- Promoted products and services, consistently meeting sales goals.
- Addressed customer concerns and complaints, ensuring satisfaction and issue resolution.
- Assisted with technical issues, troubleshooting, and resolving customer inquiries.

- **Customer Service Associate**  
**Alorica Teleservices Inc.** – [MJ Plaza, Makati City]  
 May 2017 - August 2020
- **Amazon CA, Amazon US, Amazon UK (Concession Abuse Team)**
- Assisted customers with product and service-related inquiries via phone and email.
- Provided technical support for various issues, including account and billing inquiries.
- Ensured high levels of customer satisfaction by addressing concerns and resolving issues promptly.
- Collaborated with team members to enhance the customer service experience.
- **Cashier (Experienced Employee)**  
**Jollibee Company** – [Insular Bldg. Ayala Ave. Makati City]  
 June 2008 - November 2008
- Managed cash register, processed transactions, and ensured accurate billing.
- Provided customer service to ensure a smooth and pleasant dining experience.
- Assisted in inventory management and maintaining store cleanliness.
- **Telemarketer (Experienced Employee)**  
**Clover Chant Agency** – [Madriral Bldg. Ayala Ave. Makati City]  
 September 2006 - March 2007
- Conducted cold calls and assisted in lead generation and sales.

- Set appointments for the sales team and followed up with potential clients.
- Maintained detailed records of customer interactions and progress.
  
- **Educational Background:**
- **Elementary**  
*Francisco Benetiz Elementary School (F.B.E.S)* – [Makati City]  
 Year: 1995 – 2000
- **High School**  
*General Pio Del Pilar National High School (G.P.D.P.N.H.S)*  
 – [Makati City]  
 Year: 2000 - 2004

## **Skills**

- **Customer Support (Email, Phone, Chat)**
- **Sales & Product Promotion**
- **Technical Troubleshooting**
- **Data Entry & Database Management**
- **Cold Calling & Appointment Setting**
- **Communication & Interpersonal Skills**
- **Problem Solving & Conflict Resolution**
- **CRM Software (e.g., Salesforce, Zendesk)**
- **Time Management & Multi-tasking**
- **Call Moderator**
- **Chat Moderator**

## **References:**

- ❖ **Nikko Dela Cruz**  
 Position: Analyst Programmer  
 Company: Standard Chartered Bank  
 Telephone: 09062079487

❖ **Jonas Velez**

Position: Operational Manager

Company: Alorica Teleservices

Telephone: 09064701130

❖ **Romar Perez**

Position: Operational Manager

Company: Alorica Teleservices

Telephone: 09356282575