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Top Skills Customer Experience

Customer Support Team

Management

Certifications

Lean Six Sigma Black Belt (ICBB)

Sherazel Soriano

Crosstown Glass/ Project Manager Las Piñas, National Capital Region, Philippines

Summary

I have nearly 4 years of experience as a Customer Service Specialist and an additional 4 years in leadership roles as a Team Lead and Manager, spanning both on-site and remote setups. My career has been defined by a strong commitment to delivering exceptional customer experiences and driving operational excellence. I have developed deep expertise in managing diverse customer service operations, with hands-on experience handling voice, chat, and email support, which has honed my communication skills and ability to resolve customer concerns efficiently.

I am highly proficient in a wide range of CRM tools, including Zendesk, HubSpot, Intercom, and GDS, among others, enabling me to streamline processes and improve customer interaction workflows. My experience extends to utilizing G Suite tools effectively for team collaboration and productivity.

In a previous role as an Operations Manager, I successfully managed business-to-business accounts, which further strengthened my expertise in operations management and back-office processes. This role required me to oversee critical business functions, develop strategic improvements, and ensure seamless service delivery to clients.

Additionally, I have significant experience in the e-commerce space, where I assist clients with customer order management, Shopify account automation, and integration processes. This exposure has equipped me with a solid understanding of e-commerce platforms and the ability to support businesses in optimizing their operations in the digital space.

Experience

Crosstown Glass

Project Manager

September 2, 2024- Present

- Collaborate with engineers, architects etc. to determine the specifications of the project
- Negotiate contracts with external vendors to reach profitable agreements
- Obtain permits and licenses from appropriate authorities
- Determine needed resources (manpower, equipment and materials) from start to finish with attention to budgetary limitations
- Plan all construction operations and schedule intermediate phases to ensure deadlines will be met
- Acquire equipment and material and monitor stocks to timely handle inadequacies
- Supervise the work of laborers, mechanics etc. and give them guidance when needed
- Evaluate progress and prepare detailed reports
- Ensure adherence to all health and safety standards and report issues

PartnerHero**Quality Assurance Specialist****October 2022 - Present (2 years 2 months)**

Conduct Quality reviews/audit
Lead Operations meetings
Create Quality monthly reports
Set up dispute process and
SOPs
Create rubric and macro
templates Kickstart knowledge
base updates Conduct 1:1
associate coaching Process
CSAT/DSAT analysis
Help set up KPIs and certain
SOPs
Help with CRM tool integration and automation

Freedom Financial Research (United States)**Operations Manager****September 2020 - July 2023 (2 years 11 months)**

Oversee activities at every level, especially
on the operations aspect.
Business Planning and Strategizing
Process improvements
Hiring and training new employees
Manage schedule and workforce
distribution. Manage email and phone
inquiries
Assisted with managing the team's deliverables and schedules
Help with automation and integration in the CRM tool
Assisted with operational tasks such as working on specific deliverables to
meet the deadline
Oversee the release and updates of each reports

Sendle**Customer Service Representative****December 2021 - September 2022 (10 months)**

Handling VIP Customers
Update and upgrade customers account

Provide assistance in every concern that the customer has with their parcel
Logistic coordinator
Process business to business transactions

ECE

Team Leader

January 2019 - November 2021 (2 years 11 months)

- Manage the team by:
 - Coach team members
 - Develop team strengths and improve weaknesses
 - Identify team goals and evaluate team progress
 - Resolve conflict
 - Organize team initiatives
- Handles Supervisory Chats
- Update the Team Attendance Tracker

Operations Manager

January 2019 - November 2021 (2 years 11 months)

- Ensuring all operations are carried on in an appropriate, cost-effective way
- Improving operational management systems, processes, and best practices
- Helping the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Manage budgets and forecasts
- Perform quality controls and monitor production KPIs
- Recruit, train, and supervise staff
- Find ways to increase quality of customer service

SUTHERLAND GLOBAL- May 2018 – January 2019

Reservation Specialist

- Assisting and advising customers who may be choosing from a variety of travel options.
- Making reservations for customers based on their various requirements and budgetary

allowances.

- Checking the availability of accommodation or transportation on the customers' desired

travel dates.

- Helping plan travel itineraries by suggesting local tourist attractions and places of interest.

- Processing payments and sending confirmation details to customers.

- Sorting out any issues that may arise with bookings or reservations.

- Selling and promoting reservation services.

- Answering any questions customers might have about the reservation process.

- Up-selling, when appropriate, by informing customers of additional services or special

packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.

- Providing support to customers who may need to amend or cancel a reservation.

CONVERGIES - OCTOBER 2016-NOVEMBER 2017

CUSTOMER SERVICE REPRESENTATIVE

- Maintain up-to-date knowledge about ATT products and services.

- Respond to customer queries about ATT services, equipment, promotions, roaming and billings.

- Enhance customer retention and satisfaction by providing outstanding and prompt customer

services.

- Take customer calls and complete service orders.

- Understand customer needs and recommend appropriate products and rate plans.

- Develop innovative ways to sell ATT products and services to customers.

- Handle customer requests for payments, activations, upgrades and other services.

- Address and resolve customer concerns promptly.

NIKKI ELECTRONICS - MARCH 2008-MAY 2014

Executive Administrative Assistant

- Ensuring meetings are effectively organized and properly documented.

- Maintaining effective records and administration

- Managing the electrician's daily schedule

- Filling monthly reports
