



Contessa V. Dizon

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Work Experience

Credit Corp Group (October 2014 - December 2024)

(Customer Relations Associate)

- Collect the total amount of debt owed by customers.
- Offer payment arrangement if customer is unable to pay the full amount.
- Process card payment over the phone.
- Reply to customers' inquiries via email or SMS.
- Assist customers with their financial statements.
- Answer inbound calls.
- Do outbound calls.
- Skip tracing.
- Act as POC in absence of the Team Manager.
- Conduct training for new hires as part of the Jump Program.
- Assist new hires in their nesting period upon Management's request.
- Attend meetings regarding projects and new implementation of revised daily tasks

Teleperformance (July 2012 - May 2014)**(Customer Service Representative)**

- Respond to customer's request for products and services.
- Assist customers on their billing inquiry.
- Help customers troubleshoot their computer issues.
- Assist customers on their online services.

Cognizant (January 2012 - June 2012)**(Technical Support Representative)**

- Provide assistance to field technicians activate customer's landline and internet over the phone.

24/7 (January 2009 - December 2011)**(Customer Service Representative)**

- Collect outstanding balance of the customer 's phone bill.
- Offer payment arrangement if the customer is unable to pay in full.
- Process card payment over the phone.

Achievements / Awards

- Top collector on a monthly basis
- Employee of the month across all sites (Philippines, Australia, New Zealand, U.S.A.)
- Most Valuable Customer Relations Associate (CRA)
- Rising Star (Most improved CRA)
- Jump Program (Mentorship)

Skills

- Intermediate skills in Office applications like Word, Excel, Outlook, Teams
- Administrative Support

- Reliability
- People Skills
- Calm under pressure
- Adaptability and Flexibility
- Self-motivated
- Critical Thinking
- Attention to detail
- Time management
- Customer Service
- Team player

Education:

School: AMA Computer College - University

Course: Bachelor of Science in Computer Science