



VANESSA VELEZ

CDO City, Philippines | 09171245977 | vanessagvelez@gmail.com

Highly dynamic in customer service with 7 years of experience in BPO, providing exceptional administrative and management support to clients. Adept in multitasking and effectively prioritizing tasks to achieve outcomes.

EXPERIENCE

JUNE 2018 -
PRESENT

Teleperformance Philippines

- Customer Service Representative from a Telco Account
- Operations Supervisor from Telco account who coached/helped trainees to pass their training phase.
- Operations supervisor from a retail account who coached/helped agents pass the metric so they could better assist customers.

JUNE 2015 -
MARCH 2016

Diamond Evangelical School

Teaching preschoolers aged 4 to 6 years old

JUNE 2012 -
MARCH 2015

Summer Hill School Foundation Inc

Teaching preschoolers aged 4 to 6 years old

EDUCATION

APRIL 2011

LICED DE CAGAYAN UNIVERSITY

Bachelor's in Elementary Education Major in Early Childhood Education

Passed Licensure Examination for Teacher September 2012

SKILLS

- Customer Service
- Ability to Work Under Pressure
- Ability to Multitask
- Effective Time Management
- Knowledge of Office Systems
- Excellent communication skills, both verbal and written