



Easter Margaret M. Uayan

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Personal Details

Nationality	Filipino
Country	Philippines
Passport Number	EC6907084
Passport Expiry	12-Mar-21
Civil Status	Single
Birthday	March 30, 1986

Profile

Seeking for a position where to maximize my 10 yrs of experience in providing quality customer service to everyone and be part of the team where we can make a difference in delivering our services not only to the clients but also to my colleague.

Education

UNIVERSIDAD DE MANILA

Arroceros Street Mehan Garden Manila

Bachelor Science Major in Management

June 2003 to March 2007

Work Experience

Fitness First Head Office

Customer Service Specialist

January 2017 - Prsented

Key Responsibilities

- Answer all incoming calls in a professional and pleasant manner
- Promotes good customer relations by providing customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times
- Generate sales leads and distribute it to specific clubs.
- Identify and assess customers' needs to achieve satisfaction
- Resolve customer complaints via phone, email and social media
- Work with customer service manager to ensure proper customer service is being delivered.
- Responsible in answering query and engaging social media channel (FB, Instagram, Twitter and LinkedIn).

Fitness First The Lakes Club

Receptionist

November 2014 to December 2016

Key Responsibilities

- Welcoming members and visitors to the gym and providing accurate information concerning programmes and activities
- Creating an excellent first impression of the gym by providing a warm welcome, tidy appearance and pleasant manner at all times
- Enrolling new members and assisting current members with their queries
- Provide exceptional customer service experience to all members, non-members and users of the facility
- Registering prospective members and guiding them to the correct person
- Team up with co-workers to ensure proper customer service
- Managing customer experience touch points and following the best customer services practices on the floor
- Ensuring that adequate stocks of information, packs and leaflets are available at reception for interested parties
- Ensuring the safety and security of visitors, members and staff at all times and taking a responsible attitude towards maintaining the premises and facilities of the club
- Serving customers, taking money for activities and accurately accounting or transactions at the end of each shift
- Recording and keeping clear and accurate records of all queries, complaints, lost property and repairs and ensuring the information is delegated to, and resolved by, the relevant department
- Cashing up and banking at the end of each shift and ensuring that shifts are balanced accurately completing relevant documentation

College of the Holy Spirit Manila
Secretary/Receptionist
Key Responsibilities

August 2013 - August 2014

- Assists other personnel for the purpose of supporting them in the completion of their work activities.
- Collects fees and/or funds from student events (e.g. field trips, uniforms, ticket sales, yearbooks, dances, fundraisers, student fee money, etc.) for the purpose of ensuring the accuracy and timely completion of transactions.
- Compiles data from a variety of sources (e.g. calendars, meetings, etc.) for the purpose of complying with financial, legal and/or administrative requirements.
- Coordinates a variety of programs and/or activities for the purpose of ensuring availability of facilities and/or equipment and delivering services in conformance to established guidelines.
- Evaluates situations (e.g. involving other staff, students, parents, the public, police, probation department, etc.) for the purpose of taking appropriate action and/or directing to appropriate personnel for resolutions.
- Greets all incoming visitors for the purpose of ensuring that guests sign in/out as required.
- Maintains a variety of computerized and manual records, files, and department databases (e.g. information packets, rosters/listings, calendars, outstanding supply orders, etc.) for the purpose of documenting activities, providing reliable information and complying with district, state and federal requirements
- Maintains inventory of supplies and materials (e.g. forms, office supplies, etc.) for the purpose of ensuring items' availability
- Schedules various activities (e.g. meetings, testing arrangements, assemblies, special programs, referral appointments, etc.) for the purpose of assisting in meeting staff needs and efficiently utilizing personnel, equipment and facilities

Etelecare Global Solution
Call Center Customer Service Representative
Key Responsibilities

March 2012 to June 2013

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments.

Teleperformance Philippines
Call Center Customer Service Representative/Technical Support

Sept. 2009 – Dec. 2011

Pilipinas Teleserv
Call Center Customer Service Representative

October 2007 to June 2009

Skills

Going extra mile to achieved KPI target
Experience in Retail and Service environment
Strong selling skills, customer oriented and well-groomed
Customer Service needs and customer priorities
Attention to detail with the ability to handle multi task
A team player and able to work flexibly

Reference

Available upon request
