

# NORLYN MAE MENDOZA



## PROFILE

Date of Birth: November 29, 1989

Gender: Female

Civil Status: Married

Nationality: Filipino

Yarmouk Tiger Bldg. Al Nahda, Sharjah

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## SKILLS

- Strong use of English command both oral and written
- Knowledgeable in computer applications such as Microsoft Word, Excel and Powerpoint
- Strong organizational skills and attention to detail
- Excellent people skill and customer service skill

## EDUCATION

2006  
-  
2010

**BS NURSING**  
**ANGELES UNIVERSITY FOUNDATION**  
Angeles City, Philippines

## EXPERIENCE

2011  
-  
2013

### CUSTOMER SERVICE REPRESENTATIVE LEVEL 3 TELETECH

Angeles City, Philippines

- Assists and provides solutions to customers concerns.
- Takes escalated calls and calls back customer to ensure issue resolution.
- Functions as a mentor and support to Level 1 representatives in handling customer issues and concern.
- Diagnose and resolve technical concerns on home internet subscription, mobile internet subscription and VOIP.
- Performs basic and advanced network troubleshooting and configuration including but not limited to customers' home and business network, third party routers, pocket wifi, online gaming consoles, smart phones.
- Coordinates with customers' third party products manufacturer for complete issue resolution.
- Monitors calls on queue and communicate with front line technical support representatives.
- Reports to Operations Manager on daily output and service level percentage.
- Organizes team huddle and addresses teams' strengths and areas of improvements.
- Assesses agents' calls randomly and facilitates one on one coaching.

2013  
-  
2019

### SECRETARY CUM RECEPTIONIST TALENTS FLOW ADVERTISING LLC

Jumeirah Dubai, UAE

- Develops and implements office procedures
- Answers phone queries, takes messages, or transfers calls to appropriate individuals.
- Organizes and stores paperwork, documents and computer-based information such as airway bills, leave forms, NOC and contracts
- Coordinates production and deliveries and regularly updates clients on status
- Liaises with staff in other departments and with external contacts
- Prepares invoices and statement of accounts on a regular basis and follows up on payments for outstanding balances
- Operates office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications

2019  
-  
PRESENT

### CUSTOMER CARE WHIZ BULKWHIZ DMCC

Jumeirah Lake Towers Dubai, UAE

- Promotes good customer relations by providing customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times
- Resolves customer complaints via phone, email, mail, Intercom or social media
- Assists with placement of orders, refunds, or exchanges
- Reaches out to customers for item stock update and current promotions
- Notifies customers on order issues and offer real time solution
- Takes and analyses customer feedback and ensures necessary action is taken on improvement areas
- Prepares reports as per respective KPI