

Anthony Andrew V. Telow

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Summary

A dedicated and enthusiastic professional with a vast experience in the customer service field. Equipped with a proven ability to gain customer's confidence and trust. Highly skilled at interacting with customers of all socio-economic backgrounds, both in person and over the phone. Reliable and committed to providing total quality of work. A hard worker, quick learner, and highly capable to work in a fast-paced and intense environment. Self-motivated and trust-worthy. has a remarkable sense of responsibility and a very effective team player.

Skill Highlights

- Service focused
- Thinks outside the box
- Corteous demeanor
- Seasoned in conflict resolution
- Strong work ethics
- Adaptability
- Strategic-relationship and partnership-building skills

Work Experience

Noon.com

Customer Service Representative
Dubai, UAE

February 2019 – January 2020

- Answered inbound calls regarding customer queries. (i.e. policies and procedures, returns, refunds, bank transfers and account information)
- Placed order on the website on customer's behalf.
- Guided and educated customers about products and on how to navigate the website.
- Communicated with different departments to ensure accurate and proper update to provide the customer.
- Did follow up outbound calls to the customer to make sure excellent customer service and customer satisfaction is attained.

Sprii

Customer Service Representative
Dubai, UAE

November 2018 – January 2019

- Informed consignee all incoming deliveries.
- Checked ETA/ETD with suppliers and freight forwarders to ensure delivery has arrived on time.
- Ensured import arrival notice and informed consignee delivery status.
- Arranged all important documents and other information needed to properly post the invoices.
- Issued sales invoices in a timely manner for different consignee.
- Resolved customer complaints and issues regarding freight charges and shipments.

Capital One Bank
Senior Account Associate
Philippines

September 2016– October 2018

- Processed payments over the phone using check details and credit card information.
- Provided personalized service over the phone to customers on banking products, accounts, and services enquiries in an effective and efficient manner.
- Delivered 100% of all promised customer callbacks on time.
- Interacted with fellow team members to enhance project performance.
- Identified cardholder's issues requiring escalation and followed through with a swift resolution.

AT&T UVERSE
Customer Service Representative
Philippines

June 2014 – August 2016

- Provided resolution for issues related to subscriber units, equipment, products, or services.
- Reviewed reported troubles to identify trends and potential problem areas.
- Captured information, document contacts and enter data in a timely and accurate manner.
- Performed other duties and responsibilities that maybe assigned from time to time.
- Called back customers to provide technical support for all product lines.

EDUCATION

Bachelor of Arts Major in English

Notre Dame of Kidapawan College
Kidapawan City, Philippines
June 2003 - March 2005

CAREER ACHIEVEMENTS

- Awarded as employee of the month (out of 230 associates) for having an average of 100% in the Net Promoter Score (NPS) with 8 surveys.
- Designated as acting Team Captain, to support and lead newly hired agents and create action plans to ensure efficiency is obtained and metrics are achieved.
- Recognized as one of the very few associates who were able to get multiple appreciation/commendation calls in a single day.
- Supported Team Supervisor in leading and guiding the team towards improvement
- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.
- Became the lead "go-to" person for new representatives whenever challenges are being faced during phone calls.