



ANNABEL BUE

TECHNICAL SUPPORT REPRESENTATIVE

PROFILE

Call Center Agent with 5+ years of working experience and more than 3 years of experience as Technical Support Representative in an International company based in the USA with an outsource in Europe, Latin America and the Caribbean, and parts of Asia mainly in the Philippines

In my call center experience, we usually focus on troubleshooting but making sure that we are able to resolve/addressed all our customers' concerns in a timely manner and make their lives better!

CONTACT

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Quwain, UAE

EDUCATION

Technological University of the Philippines

June 2011 - March 2015

Bachelor of Science in Industrial education

Major in Home Economics

General Emilio Aguinaldo National High school

June 2007 - March 2011

Governor P.F. Espiritu Elementary School

June 2001- March 2007

CALL CENTER EXPERIENCE

Alorica Philippines Inc. - Technical Support Representative

May 2016-August 2019

- Responsible for taking incoming calls from customers and generating an activity report
- Excellent teamwork skills and independent working skills
- Follows the protocol and can pull up and use multiple tools to resolve the issue of the customer in a timely manner
- Expert in utilizing CRM, WFE, MYCSP, order tracker, WMT, and CMS
- Provides feedback and suggestions using the Raise Your Hand tool that can help the client which tool or flow needs an improvement
- Assists in the email password reset
- Expert in doing bridge mode/ IP pass-through for customers who wanted to use a secondary router
- Open ports for customer's Xbox, security camera, ring doorbell, PS4, speakers, etc.
- Delivers positive information to all types of customers
- Excellent teamwork skills and independent working skills
- Follows the protocol and can pull up and use multiple tools to resolve the issue of the customer in a timely manner
- Expert in utilizing CRM, WFE, MYCSP, order tracker, WMT, and CMS
- Provides feedback and suggestions using the Raise Your Hand tool that can help the client which tool or flow needs an improvement
- Assists in the email password reset
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- Delivers positive information to all types of customers

RELATED WORK EXPERIENCE

SHORT COURSE

Informatics Computer Institute
December 2008- March 2019

Microsoft Word
Microsoft Excel
Microsoft PowerPoint

Status: Completed with Certificate

OJT (INTERNSHIP)

STUDENT-TEACHER

TOMAS EARNSHAW ELEM.SCHOOL
June - October 2014

- Handles all Grade 5 students for their TLE subject
- Lecture and execute the course curriculum
- Independent Student-Teacher
- Demonstrate basic food preparation and cooking
- Discuss constructive healthy foods

GARDE MANGER

MAX'S RPL IMUS, CAVITE, PHILIPPINES
April-June 2014

- Perform inventory to the pantry foods to make sure all foods being prepared are still in quality and it helps the kitchen supervisor to be aware of the available stocks in the kitchen.
- Garnish food to make it look more appetizing and presentable
- Assists the cook in food preparation

Global Ventures UAE - Executive Secretary

September 2019–Present

- Responsible for answering and disseminating emails
- Answer phone calls and redirect them when necessary
- Reminding the CEO of the schedule and upcoming events
- Bookkeeping, document management
- Manage the daily/weekly/monthly agenda and arrange new meetings and appointments
- Maintain CEO's calendar of activities, time management, reminders, client and department meetings, and conferences and takes dictation and prioritize matters and handle accordingly
- Take Minutes of Meeting if needed and distribute it
- Prepare and disseminate correspondence, memos, and forms
- File and update contact information of employees, clients, suppliers, and external partners
- Develop and maintain a filing system
- Check frequently the levels of office supplies and place appropriate orders
- Prepare and submit a proposed budget for approval for Office Income and Expense.
- Inventory and order office materials.
- Document expenses and hand in reports
- Undertake occasional receptionist duties
- Maintains confidentiality and uses a high degree of discretion.
- Uses Zoom, Outlook, Word, Excel, and PowerPoint to produce materials for internal and external meetings and conferences.

Saint Matthew Academy of Cavite - Teacher

June 2015–April 2016

- Lecturing and discussing concepts
- Time and schedule management
- Demonstrating and applying the subject matter
- Executing the lesson
- Cooking, baking, teaching household information and basic chores, duties, and responsibilities as a student, citizen, and as a child
- Adviser, motivator, lecturer
- Grading tests and conducting progress reports
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SKILLS

Verbal and Written...	
Microsoft Office...	
Flexible and Adaptable	
Strategic Planning	
Assertiveness	
Troubleshooting	
Soft-Retention	
Customer Service &...	
Customer Education	

REFERENCE

Will provide upon request.

- Keeping the files and records of students' activities following laws and school policies

SUMMARY

Position Applying For:

Call Center Executive/ Technical Support Representative

Nationality

Filipino

Date of Birth

April 22, 1995

Visa Status

Employment

Notice Period

1-2 weeks

Driving License

In progress

Current Company

Global Ventures UAE

Previous CTC

4500 + annual air ticket + clothing allowance

Expected CTC

6000 + annual air ticket + car petrol

Total years of Experience

More than 5 years of working experience.

I hereby declare that all the above information is correct to the best of my knowledge and belief.