



CHARLOTTE D

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Reception and Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Multi-tasking & Time Management

TOOLS

Slack
Microsoft Office
Microsoft Excel
Salesforce
Canva
Google Workspace
Google Calendar
Verint

PERSONAL PROFILE

Highly organized and customer-focused professional with over five years of experience in the BPO industry, handling inbound/outbound calls, email, and messaging support. Skilled in administrative tasks, appointment scheduling, and front desk operations. Strong communication and interpersonal skills, ensuring a welcoming and efficient reception area. Adept at multitasking in fast-paced environments while maintaining professionalism and attention to detail.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

[Genpact | 2019 - 2021](#)

- Assisted customers with banking inquiries, account transactions, and financial product information.
- Processed payments, disputes, and refund requests while ensuring compliance with financial regulations.
- Resolved billing issues, unauthorized transactions, and account discrepancies with accuracy.
- Educated customers on online banking features, fraud prevention, and security measures.
- Maintained detailed records of customer interactions and provided resolutions in a timely manner.

CUSTOMER GUEST SPECIALIST

[Majorel/Teleperformance | 2021 - 2023](#)

- Handled inbound and outbound calls, SMS, and messaging to assist guests and hotel partners.
- Managed reservations, modifications, cancellations, and special requests.
- Provided accurate information on hotel policies, pricing, and availability.
- Resolved guest concerns and coordinated with hotels for escalations.
- Ensured a seamless booking experience and high customer satisfaction.
- Maintained detailed interaction records and met performance targets.

CUSTOMER SALES SPECIALIST

Everise Philippines | 2023 -2024

- Assisted members with healthcare inquiries, insurance coverage, claims, and benefits.
- Processed prior authorizations, eligibility verifications, and policy updates.
- Handled inbound and outbound calls, ensuring accurate and timely assistance.
- Educated members on healthcare plans, billing, and provider networks.
- Resolved escalations related to medical claims, payments, and service denials.
- Maintained compliance with HIPAA regulations and company policies.
- Documented all interactions and met quality and performance metrics.

REMOTE PROFESSIONAL

Wingman Outsourcing | 2023 - 2024

- Performed data entry tasks with accuracy and efficiency, ensuring organized records.
- Managed and updated databases, spreadsheets, and client information.
- Conducted research and verified data to maintain accuracy and completeness.
- Assisted in administrative tasks, including document processing and email management.
- Ensured confidentiality and data security while meeting deadlines.

EDUCATION HISTORY

Philippine State College of Aeronautics

- Bachelor of Science in Aviation Tourism
- Completed 3 years in College