2634 Unit C Mercedes Street

Malate, Manila

+63 920 236 5927

floradel.bilon@yahoo.com

Floradel Bilon Timajo, RN

|  |  |  |
| --- | --- | --- |
| SUMMARY |  | Nursing RN and Customer Service Representative with over 5 years of experience in handling offline or administrative work and online or telephone customer service . Familiar with major customer service software, conflict resolution and possess a positive attitude. |
| Professional Achievements |  | I have been a consistent exceeder from 2013 - 2015 |
| Skills |  | Excellent customer service  Call Center  Excellent verbal and written communication  Proficient computer skills – Microsoft Word, Excel, Power Point  Date Entry and Processing  Internet Research  Detailed and Organized |
| Work History |  | Customer Health Associate, Hinduja Global Solutions, Libis, Quezon City March 2013 – Present   * Responsible for handling calls from new and existing customers regarding a variety of requests * Responsible for handling faxes and requests by existing customers * Enter new customer information into system and update existing customer information * Identify and escalate priority issues * Research required information using available resources * Manage and resolve customer complaints * Provide customers with product and service information * Route calls to appropriate resource * Document all call information according to standard operating procedures * Responsible for ensuring customer satisfaction and retaining business. * Complete call logs and produce call report  Customer Service Representative, Startek Philippines, Ortigas, Quezon City January 2012 – March 2012   * Responsible for handling calls from existing customers regarding inquiries of taxes * Identify and escalate priority issues * Research required information using available resources * Manage and resolve customer complaints * Route calls to appropriate resource * Document all call information according to standard operating procedures * Responsible for ensuring customer satisfaction and retaining business. * Complete call logs and produce call reports  Production Operator, Powertech Technology Inc., Hsinchu, Taiwan, ROC November 2005 – May 2007   * To maintain the continuity of production and avoid delays. * Coordinates with line maintenance problems that hamper continuity of production. * Checks, observes and maintains orderliness in the production area. * Complies with the Standard Operating Procedures set by the company. * Performs other functions as may be assigned from time to time by superior  Production Operator, Amkor Technology Philippines, Sta. Rosa, Laguna June 1998 – November 2005   * To maintain the continuity of production and avoid delays. * Coordinates with line maintenance problems that hamper continuity of production. * Checks, observes and maintains orderliness in the production area. * Complies with the Standard Operating Procedures set by the company. * Performs other functions as may be assigned from time to time by superior |
| Education |  | Bachelor of Science in Nursing, Canossa College San PabloCity, 2007 – 2011Bachelor of Science in Computer Science, San Pablo Colleges San Pablo City, 1994 – 1998 |
| Volunteer work |  | Volunteer Nurse, San Pablo City General HospitalNovember 15, 2012 – February 15, 2013[Title, Company] |