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Malate, Manila

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Floradel Bilon Timajo, RN

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| 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 serviceCall CenterExcellent verbal and written communicationProficient computer skills – Microsoft Word, Excel, Power PointDate Entry and ProcessingInternet ResearchDetailed and Organized |
| Work History |  | Customer Health Associate, Hinduja Global Solutions, Libis, Quezon CityMarch 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 CityJanuary 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, ROCNovember 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, LagunaJune 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
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| 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 Hospital November 15, 2012 – February 15, 2013[Title, Company] |