**ARIANE Aguillon NARCISO**

B25 L32 Phase 2 Carissa Homes Brgy. Bagtas,
Tanza, Cavite

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Skype: live:.cid.8b43b2606f9074d6

**CAREER OBJECTIVE:**

To be a part of your growing company and to obtain a position where my experience and skills can be utilized and expanded.

**EDUCATIONAL BACKGROUND:**

Tertiary Bachelor of Science in Computer Science

STI College-Rosario

Rosario, Cavite

2007-2010 *(Octoberian)*

Diploma in Computer Studies

STI College-Rosario

Rosario, Cavite

2005-2007

Secondary Tanza National Trade School

Paradahan 1, Tanza, Cavite

2001-2005

**WORK EXPERIENCE:**

**MCVO Talent Resources** *Outsourcing company that provides a business consultative approach to help grow business and increase profits by lowering labor costs.*

 **Position: Help Desk Support**

Date: (Feb 3, 2020-April 9, 2021)

* Respond to customer queries in a timely and accurate way, via email and chat
* Assist customers in account creation and ordering system.
* Process orders, send invoice and release work order to Production team.
* Sending direct report about customers’ product issues.
* Follow up with customers to ensure their concerns are resolved

**TeleTech Customer Care Management Phils., Inc.**

 *Leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world’s most iconic and disruptive brands.***Position: Customer Service Representative II**

Date: (Dec 10, 2012-June 10,2019)

* Handling inbound chats and outbound calls in a timely manner.
* Follow communication scripts when handling different topics.
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
* Seize opportunities to upsell products when they arise.
* Build sustainable relationships and engage customers by taking the extra mile

**Wu Kong (S) Pte., Ltd.**

*Engaged in manufacture and export of pre-fabricated wood, glass and steel components used in pre-assembled frames for a complete Japanese houses.*

**Position: Office Staff (Recruitment)**

Date: (Nov. 06, 2011-April 05, 2012)

* Review and monitor personnel requisitions.
* Conduct initial interview and evaluation to applicants.
* Administer and evaluate the examinations of all applicants.
* Prepare and discuss employment contract to prospective employee.
* Conducts sourcing of applicants.
* Create and maintain employees 201 File.

**American Power Conversion (APC) by Schneider Electric**

*The great partner for seeking the best solutions in Critical Power and Cooling Services from the desktop to the data center to the factory floor. A business unit of Schneider Electric.*

**Position: PH-Learning and Development Administrator (HR Department)**

Date: (Dec.13, 2010-June 12, 2011)

 Regularly review and benchmark of recruitment and selection strategies to ensure the capability to respond immediately to the man needs of the factory and office, taking into consideration being able to bring in the best fit talents in the organization.

 Implementing training logistics to accommodate the training defined.

 Preparation for training expense.

 Monitoring the Appraisal Management of the Superiors regardless of their position through the intranet connection inside the company.

 Helping the Superiors to track performance of their workforce. Create, maintain performance documents for their employees.

**PERSONAL BACKGROUND:**

Birthdate: December 27, 1988

Birthplace: Malate, Manila

Age: 32 y/o Gender: Female Citizenship: Filipino

Civil Status: Single

Religion: Roman Catholic

Height: 5’1”

Weight: 112 lbs.

**SKILLS AND COMPETENCIES:**

 -Knowledge in English and Filipino language in oral and written.

-Have a basic knowledge in MS Office XP and 2007, MS SQL Server

2005, MS Visual Basic 6.0, and Swish 2.0.

-Siebel, LivePerson, Drift

-Intercom, Abas ERP system, ROES

**TRAINING(S) AND SEMINAR(S) ATTENDED:**

Microsoft Server 2008

TPC Seminars

Capinpin St. San Antonio Village, Ortigas, Pasig City

November 2009

**CHARACTER REFERENCES:**

Ms. Joy Matthews
Customer Relations Manager

Simply Color Lab
Akron, OH 44319
jm.matthews42@gmail.com

Ms. Rowena Buendia

Supervisor

Teletech – Mall of Asia

Pasay City

HC\_EmploymentVerification@Teletech.com

Ms. Ivy Arguelles

HR Supervisor

Wu Kong (S) Pte., Ltd.

Rosario, Cavite

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