

Nicole Anne Abaja

Hard Work & Integrity | +63 (929) 317 9174 | nicoleabaja@gmail.com

40-B Tanyag cor JP Laurel St.
South Signal Village, Taguig
City, PH 1630

EXPERIENCE

Teledirect Telecommerce Philippines — Client Services Associate

JUL 2019 - OCT 2019

- Answer Client's inquiries regarding their Ad Accounts and Campaigns/AdSets/Ads
- Help Clients improve their Ads

Sykes Enterprises, Inc. — Technical Support Representative

JUL 2018 - JUN 2019

- Check customer's order status and make sure that they will receive their orders in good condition
- Answer customer's inquiries about their orders

CSS Corp ICT Services, Inc. — Technical Support Specialist

JAN 2016 - JUN 2018

- Create Technical Cases for Customers/Partners
- Ensure to get a technical engineer for Customers/Partner
- Assisting Customers/Partners with their Licensing or account-related inquiries
- Processing replacement requests
- Work on escalations, phone and email cases

Cognizant Technology Solutions — Process Executive

JUL 2014 - DEC 2015

- Answer customer's inquiries regarding their account balances
- Ensure that the account has been fully authenticated before giving out any account-specific details
- Give information about customer's account and/or stocks
- Help customers sell stocks by giving all information necessary to the trade
- Assist nesting agents with call flow and product-related inquiries

Collabera Solutions — Customer Service Representative

JAN 2014 - JUN 2014

- Collabera is the headhunter for Cognizant
- Assigned to the same account until Cognizant absorbed me upon my regularization (6th month)

EDUCATION

ACEBA Systems Technology Institute, Lopez, Quezon — Vocational Diploma / Short Course Certificate in Computer Hardware Servicing

JUN 2010 - APR 2012

SKILLS

- Technical Support
- Customer Service
- Computer Hardware Servicing

CERTIFICATES

National Certificate II (NCII) -
Computer Technician

LANGUAGES

English, Filipino