CHERYL F. FLORES

Morong, Rizal, Philippines

SUMMARY

I am an experienced virtual assistant and customer service associate. I worked in the call center industry for over 15 years providing exceptional customer support through chats, texts, email and phones. I have an experience in social media management and lead generation.

WORK EXPERIENCE

Caje Corporation **October 2021--Present**

- Customer Service Representative- takes inbound calls, answers chats, texts, and email.
- Appointment Setter- makes outbounds and follow-ups when necessary
- updates spreadsheets and call tracking, responds to Google reviews.
- Social Media Manager--manage Business Facebook Page-posting Ads, shorts, and clips.
- Lead Generation and Marketing Specialist

Citibank NA **July 2015--July 2021**

- Phone Banker- take calls in retail banking for customer bank inquiries
- Technical Support Supervisor--takes escalated calls to resolve issues related to online banking and the mobile app.
- KYC specialist--updates data for customer business banking in compliance to KYC.

Convergys Philippines Inc **Jan 2009--Jan 2014**

- Customer Care Associate-takes inbound calls for Onstar subscription renewal and handsfree calling.

EDUCATION

Arellano University **June 2003-March 2006**

Bachelor of Science in Nursing
-Undergraduate.

Makati High School **June 1998-marh 2003**

ADDITIONAL INFORMATION

- **Technical Skills:** Efficient in using Gmail, spreadsheets and CRM's and research. Social Media Management and Basic SEO.
- **Languages:** English, Filipino
- **Certifications:** Virtual Assistant Training, Lead Generation and Marketing. SEO Training
- **Awards/Activities:** Top Peformer every year at Citibank NA.