



ANN TRISHA GARCES

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OBJECTIVE

To obtain a position in the field that would fit my qualifications and develop my talents and skills for continuous career improvement.

SUMMARY OF QUALIFICATIONS

- ✓ Having over 6 years of experience in handling customers through calls for inquiries, reservations, sales, modifications, escalations and commendations.
- ✓ Proficient in Microsoft Office applications (Excel, Word, PowerPoint, and Outlook).
- ✓ Proficient in the English Language, verbal & written.
- ✓ Exceptional organizing, problem solving skills and keen attention to detail, fast learner, result oriented, and trustworthy.

PROFESSIONAL EXPERIENCE

March 2014 - December 2016

Account: United Airlines

WNS Global Services (Eastwood Libis, Pasig City Philippines)

Position: Product Specialist/Sales

Job Description:

Handling last point of escalation calls to ensure best assistance and resolution of customer's issues. Authorized to issue waiver as a onetime exception or compensation to United Airline passengers where applicable. Checking and reviewing call recordings and provide coaching to the team. Raising daily reports for the calls handled, generate specific guidelines to a team of agents & monitor their performance in line with service delivery targets and schedules within the boundaries of quality standards.

March 2012 – March 2014

Account: AVIS/BUDGET Car Rental Reservation

WNS Global Services (Eastwood Libis, Pasig City Philippines)

Position: Sr. Associate-Agent/Sales

Job Description:

Receiving and processing calls for vehicle reservation and advising customers on vehicle options, rates and terms of conditions. Upselling premium services to customers (e.g. luxury vehicles, chauffeur).

March 2010 – March 2012

Creative-Client Serve (Quezon City Philippines)

Position: Call Center Agent/Sales

Job Description: Doing outbound calls to customers on behalf of clients predominantly from the Healthcare sector. Calls made from the center can include telemarketing, sales or fund-raising calls, as well as calls for contact list updating, surveys or verification services.

March 2007- February 2010

INDABA.NET INCORPORATED (Ortigas, Pasig City)

Position: Shop Manager

Job Description: Managing and running shop operations. Accepting payments and handing out mails, records keeping and keyboarding/data entry. Ensuring seamless transactions with customers and daily sales targets are met without fail.

January – December 2006

HONEY'S WEST INN (West Avenue, Quezon City)

Position: Receptionist

Job Description: Answering visitors' inquiries and directing visitors to their destinations, sorting and handing out mails and setting appointments for the Managing Partner, keyboarding/data entry and performing a variety of other office tasks, such as faxing or emailing also bookkeeping & cashiering duties.

EDUCATIONAL BACKGROUND

SECONDARY

2001 – 2005

Ramon Magsaysay Cubao High School

Cubao Quezon City. Philippines

PRIMARY

1995 – 2001

Eulogio Rodriguez Sr. Elementary School

Ermin Garcia Quezon City. Philippines

PERSONAL DATA

Age : 28 Years old
Birth Date : November 23, 1988
Religion : Roman Catholic
Height/ Weight : 5'4 / 140lbs
Sex : Female
Civil Status : Single
Nationality : Filipino
Visa Status : On Visit visa (**Available for Immediate Employment**)

REFERENCES

Jennifer Garces

Talent Acquisition Partner - General Electric

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