

RUTH ANNA CORILLA



Contact

Deira , United Arab Emirates

+971554959845

ruthbisnar125@gmail.com

Skills

- Customer needs analysis
- Telesales techniques
- Sales enquiry handling
- Process optimisation
- Problem solver
- Live chat support

Education

Pangasinan State

University

Lingayen Pangasinan

Bachelor of Arts: English

Language

2023

Experience

Call Centre Agent(Tele Sales)

Telus Digital | Makati Manila, Philippines | Feb 2024 - Feb 2025

- Negotiated contracts with outside providers to optimise customer service and minimise costs.
- Applied correct hold and transfer procedures, consistently keeping call times within timeframe target.
- Maintained detailed product knowledge to competently and expertly advise customers.
- Increased customer satisfaction by offering friendly, helpful and informative customer service.
- Handled and quickly resolved customer issues regarding product sales and customer service problems.
- Recorded details from customer communications on CRM.

Customer Experience Intern

Alorica -MJ Plaza Philippines US Acct. Based | Manila Philippines, Philippines | Sep 2023 - Jan 2024

- Built rapport with customers through courteous and professional communications.
- Provided positive customer experiences and enhanced brand reputation through attentive, helpful service.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Processed cash and card payments during busy shopping periods, limiting customer wait times.
- Delivered courteous service by quickly addressing customer queries.

Document Controller (Internship)

Municipal Mayor's Office | Bolinao Pangasinan, Philippines | Apr 2023 - Jul 2023

- Created and maintained DMS training material for staff, facilitating access to company documents.

- Updated and maintained document management systems and physical files by initiating clean-up campaigns to remove redundant data.
- Collected and registered company documents in DMSs to simplify modification tracking, access control and resource sharing.

Receptionist

Sun Downers Vacation Villas | Manila Philippines | Jan 2022 - Dec 2022

- Coordinated inter-departmental communication to boost teamwork.
- Liaised between customers and management to ensure smooth operations delivery.
- Directed collaborative efforts across various departments, guaranteeing on-time completion and superior results.
- Conducted regular training sessions for staff on operational best practices and compliance requirements.
- Welcomed guests and clients in friendly, positive manner.
- Maintained clean and orderly reception area to impress and welcome visitors.
- Met incoming customers with professional approach and provided friendly, knowledgeable assistance.
- Delivered polite, professional customer service to enhance business reputation through positive first impressions.

Languages

English: C2



Proficient

Accomplishments

- Quality Star Top Agent
- Error-Free Audits
- Consistent Workforce Availability

Summary

Experienced Call Centre Agent with a proven track record in telesales and customer service at Telus Digital, optimising customer satisfaction and

minimising costs through effective contract negotiation and detailed product knowledge. Demonstrated ability to handle and resolve customer issues swiftly, maintaining high standards of service. Previous roles include Customer Experience Intern at Alorica, enhancing brand reputation through professional communication and efficient payment processing, and Document Controller Intern at Municipal Mayor's Office, streamlining document management systems. Skilled in customer needs analysis, telesales techniques, sales enquiry handling, process optimisation, problem solving, and live chat support. Career goal: To leverage extensive experience in customer service to drive operational excellence in a dynamic organisation.