



FLORYCEL LIANZA

PROFILE

Forward-thinking individual with extensive experience as a Customer Service and Quality in outsourcing industry; Looking to join a progressive organization to provide high end administrative support, customer service, data research and such to improve and to reach the client's goal.

CONTACT

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AB COMMUNICATION

National College of Science and Technology

June 2012 – March 2017

Dasmariñas Cavite, Philippines

WORK EXPERIENCE

QUALITY ASSURANCE ASSOCIATE

March 2021

- Auditing Calls, Chat, Web cases and making sure agents are following the process set by the Client.
- Sending email reports and callouts for those agents with infractions.
- Attending Monthly Calibration to make sure everyone is calibrated as well for updates and announcements.

CUSTOMER SERVICE REPRESENTATIVE • ALORICA PHIL

Oct 2018-2021

- Assisting customer to their delivery-related concerns
- Educating them on how the system works Attend to inquiries concerning payments
- Attending to payment-related issues
- Escalating calls to supervisor and appropriate department, if needed.

CUSTOMER SERVICE REPRESENTATIVE • CONDUENT

June 2016-June 2018

- Answering approximately 40 inbound customer calls per day.
- Discussing Eligibility and Claims issues with providers and offering possible solutions.
- Providing information on additional products and services,
- Following the conversational script provided by client.
- Escalating customer calls to supervisor and appropriate department, if needed.

SKILLS

- Excellent verbal and written communication skills.
- Ability to work with minimum supervision in a busy environment.
- Able to do repetitive tasks accurately over long periods of time.
- Good listening skills; multi-tasking ability.
- Excellent problem-solving capabilities.
- Knowledgeable with MS Office programs (Word, Excel, Power point.); Google sheets, Oracle, Salesforce.
- Excellent time management and organizational skills.