



# VIANCA MARIE VINLUAN

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## CAREER OBJECTIVES

To secure a position where I can leverage my communication skills, friendly demeanor, and knack for problem-solving. I aim to contribute to a positive and efficient workplace by delivering exceptional service to clients. With a focus on organization and adaptability, I am eager to create a welcoming environment and efficiently handle various tasks to ensure a seamless experience for both customers and colleagues.

## QUALIFICATIONS

- Ability to work under stressful conditions.
- Can easily cope up with changing situations.
- Good communication and strong interpersonal skills.
- Works well either in groups or independently.
- Flexible, dedicated, hardworking, proactive and self-motivated.
- A strong team player.
- Customer oriented, fast-learner and honest.
- Knowledgeable and conversational command for both English and Filipino Languages.
- Can provide a satisfactory customer service.
- Able to operate Microsoft Tools like Word, Power Point and Excel.
- Eager to try and learn new things.

## WORK EXPERIENCE

- Alorica Teleservices, Inc. | Taguig, Philippines  
Customer Experience Agent  
07/2018 - 12/2023
  - Followed the business process in resolving customer's concern.
  - Ensured that all customer data was kept confidential per Data Privacy Act.
- - Verified the accuracy of the customer account information prior to processing any transaction.
  - Assisted customers with their queries and concerns about their orders in a friendly and timely manner.
  - Updated customer's account information when requested.
  - Developed strong customer relationship by providing excellent customer service and responding to inquiries promptly.
  - Transferring calls or forwarding emails to a different department when needed.

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## EDUCATION

Bachelor of Science in  
Business Administration

Virgen Milagrosa University  
Foundation, San Carlos City,  
Pangasinan

2014-2018

## LANGUAGE

English  
Filipino

## REFERENCE

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