



CRISELDA CALANTOC

CUSTOMER SERVICE AND TECHNICAL
SUPPORT SPECIALIST

PERSONAL PROFILE

I am an extremely organized, customer-oriented and reliable individual. I have Excellent cross-cultural communication skills and have a passion for continuous learning and personal growth.

SKILLS

- Phone and Chat Customer Service
- Lead Generation
- Data Entry
- Live Chat Operator
- Order Processing
- Order Tracking
- Multitasking
- Appointment Setting

CONTACT INFO:

- Email: calantoccriselda@gmail.com
- Mobile: 0917-317-5916
- Home: 077-670-7939
- Skype: live:cid.32ed1af45797ff2e

EMPLOYMENT HISTORY

Live Chat Operator

March 2013 - Present

- We assist the customers of different car dealerships and Camping World accounts with their Sales/Service/Parts inquiries and generate leads to increase their sales.

Customer Service and Technical Support Specialist

August 2011 - April 2013

- We assist customers in navigating and troubleshooting connection issues with their Kindle device as well as in purchasing and downloading their e-books

Customer Service Specialist

December 2007 - August 2011

- We help customers in placing their orders online, provide status of shipments, contact different shipping carriers.

EDUCATION

Our Lady Of Fatima University

Bachelor of Science in Nursing (2002-2004)
Lagro, Quezon City

Ilocos Norte College of Arts and Trades

1997 - 2001

Laoag City, Ilocos Norte