

CHARLYN MAE TEODORO

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CAREER OBJECTIVE:

As a dedicated professional with 5 years of experience in customer service and technical support within the BPO industry, I excel at handling diverse client needs and resolving complex issues. I am now eager to apply my strong communication, problem-solving, and organizational skills as a Virtual Assistant, offering reliable and efficient support to help businesses enhance productivity and client satisfaction in a remote environment. My passion for delivering high-quality service will be a valuable asset in this new role.

PROFESSIONAL EXPERIENCE

TELETECH PHILIPPINES

Mandurriao, Iloilo City

Technical Support III (Verizon Wireless)

Nov. 2022 – September 2024

- **Troubleshooting:** Diagnose and resolve issues with Verizon services such as internet, TV, and phone.
- **Billing:** Assist with billing inquiries, process payments, and handle discrepancies or adjustments.
- **Account Management:** Help manage customer accounts, including updates to personal information, service plans, and subscriptions.

Customer Service Representative (Verizon Wireless)

Jul. 2022 - Nov. 2022

- **Billing:** Assist customers with billing inquiries, payment issues, and account charges.
- **Account Management:** Help customers manage their accounts, including updating personal information and service plans.
- **Basic Troubleshooting:** Address common issues related to Verizon services and guide customers through simple solutions.

ACCENTURE, INC.

Mandaluyong City, Metro Manila

Aug. 2018 - Dec. 2021

Customer Service Representative

- **Process Claims:** Assist with filing and reviewing insurance claims.
- **Customer Support:** Address inquiries and explain claim statuses and decisions.
- **Issue Resolution:** Investigate and resolve claim discrepancies or denials.
- **Data Management:** Maintain accurate records and update claim information.

EDUCATION

AB INFORMATION TECHNOLOGY

CAP COLLEGE FOUNDATION, INC

Makati, Philippines

2014 – 2015

SKILLS

- **Communication**
- **Problem-Solving**
- **Technical Proficiency**
- **Time Management**
- **Organizational Skill**
- **Adaptability**