

DYANNE MAE O. RIVERA



0906-321-1723



dyanne.certifiedvoiceartist@gmail.com



#1 Caoigue, Tubao, La Union

PROFILE INFO

Provides excellent customer service to clients while making sure to hit the company's metrics without compromising on productivity.

Personable, dedicated and capable in doing multitask and followinh through to achieve project goals.

Committed to deliver quality results with little supervision.

EDUCATION HISTORY

Primary Education

1999-2005

Francia Sur Elementary
School

Secondary Education

2005-2009

DMMMSU-SLUC

Tertiary Education

2009-2011

Bachelor of Science in Nursing
Saint Louis University

SKILLS & EXPERTISE

- Computer proficiency
- Customer Service
- Communication Skills
- Basic knowledge in Google
Sheet and Excel
- Voice Artistry

REFERENCES:

- ED JONATHAN PERITO (TEAM
LEADER AT TASKUS PH) / 0918-
447-5757
- JOHN EDWARD ESTRELLADO
(TEAM LEADER AT CONVERGYS
BAGUIO) / 0918-697-2955

WORK EXPERIENCES:

Customer Service Representative

SITEL Baguio

December 2012 to June 2015

- Provided customer service support to two different accounts (Newspaper Publishing and Financial Account)
- NEWSPAPER PUBLISHING: Tracks newspaper delivery, receive complaints, schedules redelivery and request for more newspapers on Sundays because customers are after the discount coupons
- FINANCIAL ACCOUNT: Handles payroll debit card, tracks the transaction history, waives late fees, expedite removal of holds in their accounts
- Mostly inbound but also outbound when necessary

Customer Service Representative

Convergys Baguio

June 2017 to September 2018

- Provided customer service support to sellers of an online shopping website
- Tracks their deliveries, checks their monthly payments to their subscription, discusses the fees on their transaction history and receives complaints from sellers due to courier problems

Customer Service Representative

TaskUs La Union

September 2020 to December 2021

- Email and chat support for a food delivery app
- Tracks and places orders
- Checks credit balance
- Troubleshoot application errors
- Receives complaints mostly about missing items, closed restaurants/stores, no delivery guys available

Freelance Voice Artist

- Project-based
- Records audio recordings for AVPs, social media and radio ads as well as TV commercials

Freelance Translator

- Project-based