



Angel Mae T. Gebela

CSR/ CSR Specialist/ Senior Resolution Specialist

Contact

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Brgy. Santo Rosario, Binalbagan, Negros Occidental

About Me

I am seeking a challenging career with a forward-thinking organization that offers opportunities to leverage my technical skills and abilities. I aim to contribute my enthusiasm, creativity, and experience, while continuously developing my strategic and tactical expertise to perform efficiently and effectively in my role.

Skills

- Critical thinking
- Customer relations
- Problem resolution
- Strong organizational skills
- Close attention to details
- Ability to handle stress effectively
- Call center experience
- Computer proficiency
- Call escalation
- Customer satisfaction measurement

Education

- **Bachelor of Science in Business Administration**
Binalbagan Catholic College
Binalbagan, Negros Occidental June 2017-March 2019
- **Senior High School**
Binalbagan Catholic College
Binalbagan, Negros Occidental June 2017 - March 2019
- **Junior High School**
Our Lady of the Snows Highschool
Himamaylan City, Negros Occidental June 2013 - March 2017
- **Junior High School**
Binalbagan South Elementary School
Binalbagan Negros Occidental June 2007 - March 2013

Experience

- **OJT Office Staff**
Binalbagan Sugarcane Company 2018 - 2019
I am responsible for assisting with daily office operations and supporting various administrative tasks. I contribute to maintaining an organized and efficient workplace by performing duties such as data entry, document management, customer service, and assisting with communication tasks. Through this role, I aim to apply and enhance my skills in office management, time management, and teamwork while gaining valuable experience to further develop my professional abilities
- **Care Specialist**
Ubiquity Global Services Philippines Inc. 2021 - 2023
I am responsible for delivering exceptional customer service to clients with financial inquiries or concerns. I assist customers with a variety of financial products and services, such as account management, transactions, troubleshooting issues, and providing guidance on billing or technical support.
- **Senior Resolution Specialist** 2023 - 2025
Ubiquity Global Services Philippines Inc.
I handle complex customer issues and ensure quick, accurate resolutions for clients with financial products and services. I manage escalated inquiries, providing expert advice on account matters, transactions, billing disputes, and technical issues. I also mentor junior team members to improve performance and customer service. With a strong knowledge of financial products, I aim to deliver great customer experiences, build trust, and resolve issues effectively.

References

Jose Carlito G. Bandiola
Sr. Corporate Account Analyst

Phone: 09516062853

John Crisver Yusa
CSR Trainer

Phone: 09950329761