

# Alera Rosal

## Contact



09949122965



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Sitio Calingatnan Brgy. San Pedro, Albuera, Leyte



## Language

- English
- Cebuano
- Filipino



## Summary

Customer service representative with over a year of experience in phone diagnostics, sales and account management related to telecommunication services. Eager to explore new possibilities that could further my skills in different aspect of career development.



## Skills

- Customer Service
- Basic Computer Literacy
- Sales
- Account Management
- Conflict Management
- Collaboration



## Education



Calingatnan Elementary School

**Primary School**

2006 - 2012

DGBZMSF (Junior High & Senior High)

**Secondary High School**

2012 - 2018

Visayas State University

**Tertiary Shcool**

2018 - 2022

- Bachelor of Secondary Education major in Social Studies



## Experience



### Inbound Sales Representative

Accenture

January 2024 - April 2025

- Manage telecommunication accounts
- Provides long-term resolution
- Promote digital products
- Assist customer in purchasing digital products online
- Collaborate with the team to provide an excellent customer service and develop opportunities
- Assist in basic troubleshooting
- Arrange repairs, exchanged and returns of specific digital purchases



### Customer Service Representative

Qualfon

October 2022 - February 2023

- Manage telecommunication accounts
- Collaborate with other teams
- Provide basic troubleshooting processes with regards to digital issues (specifically phone)



## Character Reference

**Jay C. Bansale, MAT**

Instructor

Visayas State University (Visca, Baybay City, Leyte)

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