



DENNISE MARIE SESCON

CONTACT

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Baybay City, Leyte, Philippines

SKILLS

Excellent verbal and written communication
Active listening
Strong attention to details
Time management
Strong organization skills
Problem-solving
Team player
Can work independent and under pressure
Versatile and highly trainable

TOOLS

Microsoft Office Applications
Google Suite Tools
Canva
Social Media Platforms
Slack
CRM (Einstein360, ACR, Icare, NBA)

EDUCATION

BS in Hospitality Management

Visayas State University

2018-2022 | Cum Laude

Accountancy, Business and Management Strand (ABM)

Franciscan College of the Immaculate Conception Inc

2016-2018 | Academic Awardee (High Honors)

LANGUAGES

English
Tagalog
Cebuano

PROFILE

Dedicated professional seeking opportunities to enhance experience and leverage skills. Experienced Customer Service Representative with a proven track record in resolving inquiries, managing accounts, and providing exceptional service. Eager to contribute a customer-centric approach and passion for hospitality to enhance the overall guest experience.

WORK EXPERIENCE

Customer Service Representative

Concentrix

November 2022- June 2023

- Managed a high volume of customer inquiries and issues via phone
- Assisted customers with billing inquiries, service activations, plan changes, technical troubleshooting, and equipment setup
- Resolved customer issues promptly and efficiently, ensuring a positive customer experience and high satisfaction ratings.
- Actively participated in training sessions to stay updated on product knowledge, service enhancements, and industry trends.
- Collaborated with cross-functional teams to escalate and resolve complex customer issues, maintaining open lines of communication.
- Utilized customer relationship management (CRM) software to maintain accurate customer records, track interactions, and follow up on pending issues.
- Consistently achieved or exceeded performance targets, including average handle time (AHT) and customer satisfaction scores.

CERTIFICATES/TRAININGS

Flexible Industry Practicum – Hotel Operations

Hospitality Institute of America-Philippines Inc.
March 21, 2022 – May 25, 2022

National Certificate II Holder in Food and Beverage Services

Philippine TVET Competency Assessment and Certification System, TESDA