

KATHERINE ANNE BICOMONG AGUIRRE

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CAREER OBJECTIVE

To secure a position as a Translator

EXECUTIVE SUMMARY

- Australian Permanent Resident
- Strong Case Management, Organisational and Administrative skills
- Expert in providing excellent customer satisfaction, management reporting and team support and coordination
- Proven ability to maintain consistent demeanour through juggling multiple tasks yet still attaining favourable results
- Consistency in engaging customers in conversations unleashing secondary needs
- High performing team member who is able to meet set KPI's on a regular basis

PROFESSIONAL WORK EXPERIENCE

Consumer Solutions Banker

Westpac Banking Corporation. | 150 Collins Street, Melbourne, VIC 3148 (Jan 2020 - present)

Job Description:

- Looks after database processing ticket requests
- Looks after customers' financial wellbeing by being a responsible lender
- Provides issue resolution that is reliable and quick
- Identifies expressed and unexpressed customer needs to maximise banking potential
- Provides needs-based personal advice in setting up customer accounts
- Provides personal lending solutions based on customer's financial situation
- Assists with consumer card servicing, account maintenance and account opening
- Ensures KPI's are met or exceeded expectations everyday
- Shares knowledge by assisting a team member in need

Technical Specialist

Apple Pty. Ltd. | 1341 Dandeeong Road, Chadstone, VIC 3148 (Oct 2018 – Jan 2020)

Job Description:

- Provides quick and reliable solution to queries with iPhone, iPod, iPad devices and Apple accessories
- Provides best care and maintains strong relationship to new and existing Apple customers
- Helps enrich people's lives

Agreement Administration Advisor

Apple South Asia Pte. Ltd. | 7 Ang Mo Kio Street 64 Singapore 569086 (Apr 2018 - Oct 2018)

Job Description:

- Assists customers and other AppleCare advisors to provide relevant information about the AppleCare Protection Plan and other related support agreements
- Process contract maintenance requests using CRM and SAP tools. Contract maintenance includes DOP updates, transfer of coverage/ownership, agreement refund requests, etc.
- Assists customers with missing support agreements and escalates when deemed necessary
- Documents support and issue resolution carried out on the call on a case-by-case basis
- Maintains key performance indicators set by management

Senior Mac+iOS Technical Support Advisor

Apple South Asia Pte. Ltd. | 7 Ang Mo Kio Street 64 Singapore 569086 (Apr 2016 - present)

Job Description:

- Provides second level support to first level technical support advisors as well as to Apple customers, in promoting Apple's hardware, software and service offerings
- Provides global technical support for macOS, iOS and watchOS software/hardware issues, iWorks, iApps, Apple TV, Time Capsule, Airport Base Stations, iTunes, iCloud, Apple ID and Account Security, and Network Configuration and Setup
- Carries out ownership on all cases and delivers appropriate response for safety issues
- Coordinates finding resolution with Apple Authorised Service Providers, technicians and Apple Retail Store Geniuses to aid in repair and replacement of non-working devices
- Handles and manages escalated issues from new and existing customers, maintains current technical levels through research and training, identifies emerging trends and fraudulent activities, and escalates issues to the site support engineers where appropriate
- Assesses customers' support needs, then provides them with a resolution or refer them to other support teams, provides dispute resolution

Mac+iOS Technical Support Advisor

Apple South Asia Pte. Ltd. | 7 Ang Mo Kio Street 64 Singapore 569086 (Apr 2014 – April 2016)

Job Description:

- Proficient in MAC OS and iOS issue troubleshooting
- Provides first level technical support to Apple's customers, and resolves their technical/application queries
- Routes necessary issues to appropriate resources
- Promotes and processes sales for Apple hardware, software and service offerings and registers customer information into Apple databases

Business Development Manager

Chartwell Associates Pte. Ltd. | 48A Circular Road, Singapore (Jan 2013 – Mar 2014)

Job Description:

- Making calls to prospective clients, introducing the company and making appointments for our consultants to meet with them to discuss our services
- Developing potential client leads and new business
- Promoting the services of the company

Customer Service Manager

SMP Consulting Pte. Ltd | Blk 501 Balestier Rd. Wai Wing Ctr #02-03A (Dec 2008 – Dec 2012)

Job Description:

- Provides assistance to residential and commercial property owners to restructure their mortgage loans to lower interest rates to enjoy monetary savings
- Sets appointments with client to meet up with mortgage consultants for business proposals
- Coordinates with bankers to make sure mortgage information are up to date
- Handles all deliverables including accounts, payroll assistance and acts as a coordinator to company sponsored trainings and mortgage related courses
- Manages daily tracking sheet of leads generated and clients acquired
- Assists a call center representative to use the most effective and efficient means for handling phone calls without sacrificing customer service, while achieving the stated goals
- Participates in design of call monitoring formats and calibration sessions to improve quality standards
- Responsible for tracking the company website's usefulness by updating necessary information on a monthly basis
- Given the task to make sure website SEO and SEM are working properly according to the company's standards

Telemarketer

Global Marketing Group | Blk 1008 Toa Payoh North #02-07 (April 2008 – Nov 2008)

Job Description:

- Delivers prepared sales talks catered to banking services to persuade potential customers in purchasing the products or services being marketed
- Consistently hits predetermined monthly sales quota to contribute for team statistics
- Acts as primary contact or liaison between clients and company
- Responsible for collecting required and accurate documents from clients to facilitate their applications to products they are keen to subscribe to
- Ensures that all information provided by the clients are reliable and correct

Customer Service Representative/Deputy Team Leader

APAC Customer Services Inc. | Cubao, Quezon City (Dec 2006 – Feb 2008)

Job Description:

- Provides health insurance benefits to medical providers
- Responds to medical providers by administering quotations for patient's health claims
- Updates the team's scorecard and key performance indicators in a weekly basis as well as team's daily attendance
- Reports to the Team Leader for the team's daily status updates and monitors total headcount and attendance or provide daily roster report
- Monitor agents call flow and ensuring their conformance with productivity and quality standards set by the company

Call Center Agent

Itouchpoint Private Softech Ltd. | Eastwood City, Libis (July 2006 - Oct 2006)

Job Description:

- Gives out telephone numbers, driving direction, movie listings, horoscope, weather updates and stock market information to callers
- Ensures that clients are well informed in their queries and needs
- Adheres to company policies of effective customer service

Customer Service Representative

Teleperformance Philippines | Ortigas Center, Pasig City (Feb 2006 – Jun 2006)

Job Description:

- Assists customers regarding their queries about their mobile phones
- Conducts mobile line activation, balance inquiry and updates subscribers on the latest promotions
- Submits production or call tracking sheet to immediate supervisor on a daily basis
- Ensures that logging of customer information is accurate

EDUCATION

TERTIARY: Bachelor of Science in Materials Engineering (2000 – 2006)
Senior Level, University of the Philippines Diliman, Quezon City

SECONDARY: With Honors, Secondary Education (1996 – 2000)
Manuel S. Enverga University Foundation
Candelaria, Quezon

ELEMENTARY: Valedictorian, Elementary Education (1990 – 1996)
El Nino Montessori School
Candelaria, Quezon