



ANGELA LOU D. CUBOL

OBJECTIVE

To secure a responsible career opportunity, where I can fully utilise the skills I learned through education and employment, while making a significant contribution to the success of the company.

WORK EXPERIENCE

Position: Team Leader – Client Care
Company: Financial Rescue LLC
Dates: October 2015 – April 2019

- Lead the Team in reviewing metrics and reports in order to drive performance and efficiencies
- Providing counseling on policies and procedures
- Supervise, motivate, develop and mentor staff
- Ensure the agreed procedures are kept up to date and adhered to within the team
- Drive team productivity and efficiency to optimise cost and improve performance
- Be proactive and innovative with ideas to improve service / deliverables based on current performance and risk understanding
- Set and agree clear, measurable targets for the department and individuals, monitor performance and carry out regular performance meetings with staff and with leadership, ensuring this is documented

Position: Sales and Marketing Specialist

- Demonstrates products and services as deemed necessary by clients and management
- Schedules appointments and meetings as necessary
- Answers questions from clients
- Makes product knowledge readily available to self and other sales people through various resources

- Researches client base to find new types of customers and sells to them accordingly
- Analyzes and creates a plan for engaging the target market
- Analyzes the competition to create a plan for engagement
- Makes product appeal to the target market
- Makes sure that all salespeople meet quota during a given period

Position: Billing Representative / Customer Service

Company: IBEX – AT&T

Dates: August 2013 - September 2015

- Handled on average 50-75 calls per day in a call center environment
- Answered customer questions
- Referred unresolved customer grievances to designated departments for further investigation
- Determined charges for services requested, collected payments, and arranged for billing
- Assisted supervisor with billing assignments and verify work of other team members.
- Managed customers' database accounts, performed customer verification and processed applications, orders and requests
- Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.

Position: Outbound Sales Agent

Company: Teleservices

Dates: June 2012 - July 2013

- Conducted market surveys for gathering information about customers' choices and preferences regarding insurance and credit card products and ongoing market trends in the financial industry
- Explained products or services and prices, and answer questions from customers
- Adjust sales scripts to better target the needs and interests of specific individuals

EDUCATION

Bachelor of Science in Nursing
San Juan De Dios Colleges, Pasay City
2008 – 2012

Secondary Level
Arellano University Jose Abad Santos
2004 – 2008

TRAININGS

Philippine RED CROSS Dec - 2017
Basic Life Support – CPR with AED (Certified)
Standard First Aid (Certified)