


MA. LYNSEL D. SALVACION

Care Service Supervisor/ Service Desk
Coordinator

CONTACT

 0967-8942816

 lyncel.salvacion@gmail.com

 82C Pajo St. Proj. 2, QC

EDUCATION

Central Colleges of the Phils.

AB Psychology

2004

AWARDS, CERTIFICATIONS AND RECOGNITIONS

- Recognized as Top Performer for credit card acquisition, 2004
- Recognized as Top Performer for credit card acquisition, 2005
- Top performer for hitting AHT, 2016
- Awarded for hitting 100% reliability for August 2017.

PROFILE

Customer-focused professional with hands-on experience in call handling, problem-solving, and administrative support. Known for staying calm under pressure, learning new tasks quickly, and providing reliable help to both customers and teammates.

WORK EXPERIENCE

CARE SERVICE SUPERVISOR

MyGuardian

November 2024 - Present

- Rostering and scheduling staff to ensure all shifts are allocated to the required standard.
- Working collaboratively with clients, families/carers, and relevant Case Managers to ensure client goals are achieved.
- Answering, screening, and directing telephone enquiries.
- Completing ad-hoc tasks as required.
- Responding to emails, queries, and requests where possible, or referring stakeholders to the appropriate source as needed.

REMOTE SERVICE DESK COORDINATOR

RSS Australia Pty Ltd


December 2020 - September 2024

- Liaise with business customers ensuring services are provided at a timely manner.
- Managing jobs, ensuring technicians are equipped with every job they are scheduled to attend.
- Managing tasks provided by immediate supervisor.
- Answering phone calls from various customers and service technicians.

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WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Transcom Philippines

June 2015 - January - 2020

- Creates shipment for international delivery originating from United Kingdom to any point locally and internationally.
- Assisting consumers in payment processing for collections and deliveries.
- Ensuring items for collection are checked and not included in prohibited and restricted lists especially for international package

BACK OFFICE SUPPORT / TELEPHONE OPERATOR

Microsourcing Philippines


June 2014 - May 2015

- Skilled in communicating across departments regarding call routing, message taking, and providing efficient, professional responses to clients. Proficient in verifying that adjusters remain connected with workers' insurance providers.

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CUSTOMER SERVICE REPRESENTATIVE

The Results Company

January 2014 – May 2014

- Assists and process tax refund related inquiries.
- Assists customers in their online registration for the website of (WWE) and basic troubleshooting if in case they cannot watch the show of WWE in their devices.

CUSTOMER SERVICE REPRESENTATIVE

WNS Global Services


January 2011 – December 2011

- Facilitates resolution of billing concerns by processing payments, making adjustments to billing statements, and addressing account inquiries, including new promotional offers, top-ups, and reloading. Handles customer inquiries about available merchandise, sales, current pricing, and upcoming changes or disruptions within the company.

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WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Synex - Concentrix Philippines

January 2010 - June 2010

- Assists customers with their billing concerns, inquiries about new services that we offer and also does troubleshooting with regards to customers' receiver (digital box) and helping them set up their television to their new receivers.

CUSTOMER SERVICE REPRESENTATIVE

Telus Philippines


February 2009 - August 2009

- Communicates with respective department regarding back- order, availability of stocks, and special orders.
- Educates customers on promotions to enhance sales productivity, highlighting features and benefits of the products.

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WORK EXPERIENCE

OUTBOUND SALES REPRESENTATIVE

Epixtar IT-Enabled Services Inc

January 2006 – October 2007

- Qualifying eligible card holders for promotions, credit card acquisition thus increasing revenue for company.
- Providing assistance for mortgages applications.
- Technically assisting business. directors for page listings online, search tools.

OUTBOUND SALES REPRESENTATIVE

Influent Philippines

June 2004 – December 2005

- Communicates with respective department regarding back- order, availability of stocks, and special orders.
- Educates customers on promotions to enhance sales productivity, highlighting features and benefits of the products.