

# Dianne Kristine Cando Javina

0955 673 0013 / [dianne.cando.innovate@gmail.com](mailto:dianne.cando.innovate@gmail.com)

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## PROFESSIONAL SUMMARY

I am a result driven Customer Service Representative with Inbound and Outbound Sales, Technical Service and Collections. I have a proven track record of exceeding KPIs, increasing conversion rates, and improving customer retention in both on-site and remote environments.

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## CORE COMPETENCIES

- Sales Conversion & Lead Generation
  - Customer Retention & Satisfaction (CSAT)
  - KPI Achievement & Performance Metrics
  - Collections & Revenue Recovery
  - Technical Support & Troubleshooting
  - Dispatch Coordination & Operations
  - CRM & Data Management
  - Client Relationship Management
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## KEY ACHIEVEMENTS

- Consistently delivered top performance across multiple roles
- Improved customer retention and satisfaction through relationship management
- Increased revenue through sales conversion and collections performance
- Demonstrated leadership by training, mentoring, and supporting team members
- Maintained high productivity and performance in remote work environments

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## **PROFESSIONAL EXPERIENCE**

### **Freelance Virtual Assistant | Sales | Dispatcher | Cold Caller Self-Employed | Feb 2020 – May 25, 2026**

- Conduct 80 to 120 outbound calls daily
- Consistently meet or exceed daily sales quotas
- Coordinate dispatch operations for driver and customers bookings per day, ensuring on time service and client satisfaction
- Improved repeat client rate by 20% through proactive communication and relationship management
- Maintain 100% attendance and productivity rate in a fully remote work environment

### **Senior Customer Service Agent Tata Consultancy Services | Apr 2018 – Jul 2022**

- Managed 120 to 150 customer interactions daily, maintaining 95%+ quality assurance (QA) scores
- Achieved monthly KPIs consistently across customer service, sales, and collections
- Reduced escalations through efficient issue resolution and proactive communication

### **Sales Account Officer Innovate Strategic Resource Marketing, Inc. | Mar 2015 – Jul 2016 / Mar 2012 – Apr 2013**

- Generated and qualified 30 to 50 new leads weekly, increasing client acquisition pipeline
- Achieved a conversion rate from client meetings to closed deals
- Contributed to meeting or exceeding quarterly sales targets
- Supported execution for marketing campaigns and events, increasing brand visibility and engagement
- Improved campaign performance through reporting insights, boosting effectiveness by 15%

### **Customer Service Consultant Startek | Nov 2013 – Mar 2015**

- Handled 40 to 70 customer accounts daily with a focus on secure account transfers
- Achieved 100% compliance rate in verification and data security protocols
- Maintained high customer satisfaction scores (90%+) through efficient service delivery

**Customer Service / Technical Support / Collections Specialist Sutherland Global Services | Dec 2006 – Oct 2011**

- Managed 60+ daily interactions across phone, email, and chat channels
- Improved first call resolution (FCR) rates through effective troubleshooting
- Maintained 100% documentation accuracy in CRM systems
- Supported global clients, consistently meeting international service standards and SLAs

**Customer Service Agent / Collections Specialist Cyber City Teleservices Ltd. | Jun 2003 – Sep 2006**

- Handled high-volume inbound/outbound calls (120+ daily) while maintaining service quality
- Increased collection success through effective negotiation strategies
- Trained and mentored new hires, improving team onboarding efficiency