

MITCHELLE F. COBAR

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JOB OBJECTIVE:

To apply the expertise and capabilities gained technically. Moreover, to develop and utilized my knowledge and skills, through which I could optimize my professional growth for future and advancement.

WORK EXPERIENCE:

CS/Inbound Sales

Dec 2024 – April 2026

XF Agencija Limited (Nooro/Lunavia)

- Answering inbound Sales and doing outbound
- Assisting about their account inquiry
- Recovering leads every day from CRM
- Converting to sales as possible

Customer Service IQOR

Sep 2023 – March 2024

- Assisting customer with their account concern and inquiries
- Setting up promise to pay
- Processing payments
- Doing upsell or adding products that can help the customer
- Checking account status
- Providing assistance to any customer's concern

Sales/ B2B Stripe

Jan 2021- March 2022

- Managing incoming calls and customer service inquiries
- Generating sales leads that develop into new customers
- Identifying and assessing customer needs to achieve satisfaction

Sales/ B2B QuickBooks

June 2022- March 2023

- Calling business owners to offer QuickBooks
- Identify potential customers and generate new business opportunities for the company.
- Contact and qualify potential customers
- Set appointments and follow up on leads

- Track progress towards meeting sales goal
- Collaborate with the sales team to develop strategies for reaching sales targets

Advisor/Customer Service

January 06, 2020- March 06, 2021

The Credit Pros

Newark New Jersey, USA

- Market research.
- Market analysis.
- Recruit and solicit clients.
- Assess clients' needs and goals.
- Recommend strategies.
- Execute strategies.
- Monitor accounts.
- Identify new opportunities.

Virtual Assistant/ Customer Service
Zafra/Purplepatch Services LLC
USA

September 01, 2018 - July 15, 2019

- Order fulfillment
- Answering emails
- Adding/editing/Updating Stock Quantity/Prices/Editing Pictures in the website
- Processing refund and payment

Virtual Assistant**September 2016 – August 2018**

The Lookbook Variety
USA

- Responding to emails and phone calls
- Provide customer service as first point of contact
- Prepare customer spreadsheets and keep online records.
- Entering data into our customer data base.

Customer Service Representative**January 2017 – June 2017**

TPG Philippines
Ortigas

- Assisting Hotelier concern like payment /denied reservation/customer info
- Assisting customer to book hotel, flight and car reservation
Cancelling existing reservation and process refunds
- Support and provide superior service via phones.
- Use questioning and listening skills that support effective telephone communication.
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
- Understand the impact of attitude in handling calls professionally
- Effectively deal with jobs stress, angry callers, and upset customer.
- Apply the proper telephone etiquette to satisfy various customer situations.
- Apply appropriate actions to effectively control a telephone presentation.
- Meets commitments to customers.

Technical Support Representative**June 2014 - April 2015**

Convergy's

UP Technohub

- Help customers resolve technical problems associated with a product or service.
- Troubleshoot customer's issue with their internet, telephone and cable TV
- Replacing equipment of the customer
- Actively listen to customers to understand their issues or concern
- Identifies, investigates, and resolves users problems with computer software and hardware

Technical Support Representative**April 11, 2013 - November 11 2013**

Teletech Novaliches

Quezon City

- Assist customer concern
 - Assisting customer with their issue regarding internet connections
 - Replacing equipment of the customer
 - Assisting customer with their billing issues
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Customer Service Representative /Erep**July 1, 2011-January 30, 2013**

Aegis People Support

Makati Philippines

- Assist customer concern
- Assisting Hotelier concern like payment /denied reservation/customer info
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- Cancelling existing reservation and process refunds
- Support and provide superior service via phones.

Receptionist/Facility Coordinator

May 2010- July 2010

Cofely Besix

- Act as a receptionist and direct customers to proper personnel or office.
- Attend guest and visitors needs and confirm appointments.
- Screen telephone calls and responsible for messages getting to the appropriate persons.
- Assisting guest in their request and give it to the concern person to do the actions.

PERSONAL ASSISTANT/SECRETARY

APRIL 2007- January 2010

AAS Creations Interior Design L.L.C

Al Ittihad Road Dubai

- Attend guest and visitors needs and confirm appointments.
- Screen telephone calls and responsible for messages getting to the appropriate persons.
- Coordinate and arrange meeting schedules, take and prepare minutes of the meeting, issue information or invitations.
- Manage calendar and schedule appointments.
- Send and receive fax messages.
- Encode invoices (petty cash, travel expenses and other related items)
- Receive and handle distribution of office supplies and inventory.
- Handle travel arrangements.
- Maintain a highly organized filing system.
- Develop professional alliances with community agencies that provide appropriate referral to clients.
- Provide clients quality service assurance, confidence, and satisfaction
- Keeping the reception area clean, orderly and pleasant place for clients to wait.
- Maintain high level of confidentiality.
- Perform other reasonable and related tasks that may be assigned from time to time.
- Act as a receptionist and direct customers to proper personnel or office.

MARKETING EXECUTIVE**2004-2005**

UNI KEMIKA

AYALA ALABANG, PHILIPPINES

- In charge in introducing our products in different companies
- Perform demo to the client on how our product work.
- In charge in making delivery order (DO's) of the client.

CALL CENTER AGENT

One Outsource Direct Corporation

Salcedo Village Makati City

Philippines

- Support and provide superior service via phones.
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EDUCATIONAL BACKGROUND:Highest Education

LEVEL : Bachelor Degree
Field of Study : Business Administration Major in Management
University : Manila Central University
Located in : Philippines
Graduation Date : March 2004
Date of Birth : August 18,
1982

CHARACTER REFERENCE:

Mark Escueta – TPG Philippines – 09756801691

Shashane Ocampo – Aegis People Support-

09771434081Mike – The Lookbook Variety-

09174901671