



ALICIA TIMBANG

📞 0991-261-7851 ✉ aliciaruth.timbang24@gmail.com

PROFESSIONAL PROFILE

Motivated and adaptable Customer Service Representative with over 2 years of combined experience in voice-based support for financial and telecommunications accounts. Skilled in handling customer inquiries, resolving issues efficiently, and delivering high-quality service in fast-paced environments. Proven ability to manage sensitive financial information with accuracy and professionalism, while maintaining strong communication and problem-solving skills. Adept at building rapport with clients, meeting performance targets, and contributing to team success. Seeking to leverage expertise in customer care and account management to support organizational growth and enhance customer satisfaction.

EXPERTISE

- Data Entry
- Graphics Design
- Lead Generation
- Facebook Advertising
- Social Management
- Appointment Setter
- Copy Writer

SKILLS HIGHLIGHT

- Video Editing
- Calendar Management
- Email Management
- Photo Editing

EDUCATION

Far Eastern University- Pampanga

Bs Criminology
2020-2022

Philippine Rehabilitation Ins.

Bs Nursing
2022-2025

WORK EXPERIENCE

Customer Service Representative IQOR Clark

September 2023 - September 2025

- Inbound Call
- Handle Customer Inquiries
- Provide Timely Solution
- Call Handling
- Collaboration

Customer Service Representative ITTEC

November 2025 - April 2026

- Technical Clarity
- Troubleshooting
- Service Navigation
- Billing & Payment Support
- Escalation Handling
- Multitasking
- Customer-Centric Language

