

# JULIE ANNE DELA CRUZ

## CONTACT

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## PROFILE SUMMARY

Solutions-driven Customer Service Representative with a six-year track record at American Express, adept at managing diverse client needs, from financial inquiries to technical troubleshooting. Expert in high-volume, professional communication and dedicated to operational efficiency. Eager to transition this expertise into a flexible Virtual Assistant capacity, providing top-tier administrative support, client management, and effective task execution.

## EDUCATION

- 2008 - 2010  
DATAMEX INSTITUTE
- Office Information Management

## SKILLS

- Client communication
- Problem-solving
- Organization and detail
- Sales acumen
- Google workspace proficient
- Office suite proficient
- Customer systems (e.g. CRM)
- Financial/billing
- Administrative support
- Research

## LANGUAGES

- English: Fluent
- Tagalog: Fluent
- Spanish; Intermediate

## WORK EXPERIENCE

### AMERICAN EXPRESS 2019 - 2025

#### CUSTOMER CARE PROFESSIONAL

- Currently supporting the Canada market - handling inquiries about bill, payment, a bit of upselling and technical support.
- Handled The Netherlands and US markets as well, doing the same tasks as the Canada market.
- Became part of the collections team during the pandemic period to assist our colleagues from India - assisting them in collecting payments from card members.

### TELEPERFORMANCE - SPRINT 2017 - 2019

#### SUBJECT MATTER EXPERT

- Assists customer service representatives when they have questions or escalations.
- Handles and manages the team when the team leader is not available.
- Sends end of day report of all the escalations taken for the whole day.
- Analyzes call ad survey drivers.

### STREAM - INTUIT 2013 - 2015

#### CUSTOMER SUPPORT PROFESSIONAL 2

- Assists users in installing and running their application across all devices for their business.
- Handles complicated troubleshooting of the app.
- Answers basic questions about the app utilization.