

# Nancey Ferreras

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## SUMMARY

Customer service professional with solid experience in handling inbound and outbound calls, resolving customer issues, and providing product information. Adept at using CRM systems, maintaining customer satisfaction, and working in fast-paced environments. Calm under pressure, with strong communication and problem-solving skills.

## EXPERIENCE

**Call Center Representative**, 05/2023 - Current

**TNI The Network Inc**

- Verified donors' details and payment information to ensure seamless payment processing and data gathering.
- Canada, Remote

**Sales Development Representative**, 05/2022 - 06/2022

**CrewBloom, Haven Lifestyles**

- Re-engaged clients through tailored email campaigns for subscription renewals.
- US, Remote

**Customer Happiness Associate**, 02/2022 - 02/2022

**Boldr, UrbanStems**

- Delivered empathetic and prompt customer support across email, chat, and phone.
- Coordinated replacements and follow-ups for floral deliveries.
- Collaborated with operations to troubleshoot and resolve real-time delivery issues.
- US, Remote
- Valentine's Day Campaign

**Customer Success Executive**, 03/2021 - 12/2021

**CrewBloom, AfterShokz**

- Delivered post-sales support via email and CRM tools.
- Resolved product inquiries and facilitated smooth customer exchanges.
- US, Remote

**Guest Relations Manager**, 11/2019 - 06/2020

**GrowMyTeam, LoveMyBnB**

- Acted as primary liaison between Airbnb hosts and guests.
- Provided responsive assistance for booking, check-in/out, and post-stay concerns.
- AU, Remote

**Real Estate Virtual Assistant**, 07/2018 - 05/2020

**Cyberbacker**

- Coordinated with real estate offices, lenders, and service providers.
- Handled documentation for property closings and maintained client databases.
- US, Remote

## SKILLS

- Customer Relationship Management
- Multichannel Communication
- Customer service
- Order Fulfillment & Aftersales Service
- Performance Reporting & Documentation
- Technical Support Escalation
- Adaptability in Remote & On-site Settings
- Interpersonal & Written Communication
- CRM Platforms
- Communication Tools
- Productivity Suites

## EDUCATION

**Certificate** : Information Technology  
**De La Salle Lipa** - Lipa City, Batangas

**Customer Insight Consultant**, 10/2017 - 05/2018

**TeleTech Lipa, Telstra**

- Led performance improvement through call handling analysis and agent coaching.
- Supported both front- and back-end call center operations.
- Lipa City, PH

**Customer Service Representative**, 11/2016 - 10/2017

**TeleTech Lipa, Telstra**

- Managed billing concerns while ensuring customer satisfaction
- Lipa City, PH

**Customer Service Ambassador**, 05/2015 - 09/2016

**CourseHorse, Inc**

- Responded to customer inquiries via email, improving resolution time.
- Maintained customer data and handled refunds and rescheduling.
- US, Remote

**Customer Service Representative**, 06/2011 - 11/2011

**TeleTech Lipa, Telstra**

- Provided consistent service support, specializing in billing and mobile concerns.
- Ensured high first-call resolution and customer satisfaction.
- Lipa City, PH

**Customer Service Representative**, 05/2010 - 03/2011

**PCCW Teleservices Inc, Nokia**

- Delivered mobile support and assisted with recruitment-related administrative tasks.
- Organized workplace training and benefit awareness seminars.
- Pasig City, PH

## **WEBSITES, PORTFOLIOS AND PROFILES**

<https://linkedin.com/in/nanceyf>