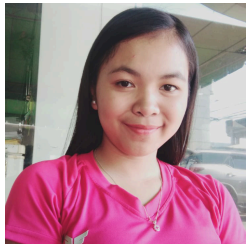



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# Daisy Jane Reseroni Aranas

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Purok 5 Malagos, Baguio District Davao City 

09461337561 

daisyjanearanas@gmail.com 

Daisy Jane Aranas 

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## Objective

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Looking to learn and adapt myself to a new corporate working environment. Looking for a new opportunities and challenges wherein I can utilize my knowledge, skills, education and training effectively in conjunction with my professional and communicative talent to ensure consistent quality service in customer satisfaction and for the success of the organization

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## Experience

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- Alorica-Davao (T-Mobile)** September 2020 - November 2022  
Customer Service- Technical support  
Performs troubleshooting (internet and cellphone issue), upselling and hard selling devices, scheduling appointments, and effectively dispatching technicians
  - Sutherland Davao (AT&T)** December 2022 - June 2023  
Customer Service- Technical support  
Performs troubleshooting (internet and cellphone issue), upselling and hard selling devices and tv channels, scheduling appointments, and effectively dispatching technicians
  - OP360 Davao** July 2023 - November 2023  
Customer Service Representative - Healthcare  
Managed inquiries regarding the return of defective (hospital) equipment via phone and email, tracking shipments and collaborating with suppliers for RMA processing, generated return labels and providing return instructions, and filed freight claim when packages were missing
  - AllState Insurance** January 2024 - February 2025  
Cold Caller / Appointment Setter  
I was responsible for conducting cold calls to introduce our services (home & auto insurance) to potential clients, qualifying leads, and generate sale.
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## Skills

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Customer Service Expertise   Computer literate   Able to work with wide range of personality  
Can work under pressure / Can work with less supervision   Multitasking   Gives quality work

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## Reference

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- Fritz Vanne Royce M. Faune - Alorica-Davao**  
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