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Career Summary

With 11 years of experience in Customer Service and Administrative roles, I am a seasoned communication professional seeking new opportunities in the Customer Service industry. Throughout my career, I have handled various customer interactions via phone, email, and chat support, honing my skills in effective communication, empathy, problem-solving, and decision-making. I am proficient in managing customer concerns across a range of industries, including Retail, Billing and Finance, Retention, and Customer Service. My ability to address complex issues with clarity and care have enabled me to build strong customer relationships and contribute to team success. I am now eager to leverage my expertise in a dynamic, customer-focused environment.

Skills

- **Communication:** Clear and effective verbal and written communication with customers, team members, and other departments.
- **Empathy:** Ability to understand and relate to customers' concerns, fostering a positive experience.
- **Problem Solving:** Quickly identifying issues and providing creative solutions to resolve customer inquiries.
- **Active Listening:** Attentively listening to customers' needs and concerns to address them appropriately.
- **Patience:** Remaining calm and composed in high-pressure situations or when dealing with frustrated customers.
- **Product Knowledge:** In-depth understanding of the company's products or services to provide accurate information and resolve issues.
- **Multi-tasking:** Efficiently handling multiple customer requests or inquiries at once without sacrificing quality of service.
- **Customer Relationship Management (CRM) Systems:** Familiarity with tools like Zendesk, or similar platforms to track customer interactions and service cases.
- **Computer Literacy:** Proficiency in office software (e.g., Microsoft Office Suite, Google Workspace) and administrative tools like spreadsheets, databases and email systems.

Work History

Asher Market/Amazon Store | Flexible Time
Executive Virtual Assistant and General Administrative
Virtual USA

February 2021- January 2025

- Driving the sales performance of e-commerce platform
- Providing insights on customer shopping trends to support assortment selection and identify gaps
- Ensuring good customer service by addressing and providing timely resolution of customer issues and disputes

HSBC Bank
Admin Receptionist
Dubai, United Arab Emirates

June 2018 – August 2020

- Greeting clients and visitors in a professional, friendly, and courteous manner, creating a positive first impression for the bank.
- Answering phone calls, emails, and inquiries, ensuring clients' needs are met promptly and accurately.
- Checking in visitors by verifying their identity and purpose of visit, following the bank's security protocols.
- Issuing visitor passes and ensuring the visitors are escorted to the correct meeting rooms or departments.
- Monitoring and maintaining the security of the reception area by following protocols for handling sensitive documents and access control.
- Ensuring that visitors comply with the bank's security guidelines and maintaining visitor logs.
- Coordinating meeting schedules, ensuring that employees and clients are scheduled for meetings without conflicts.
- Booking meeting rooms, ensuring they are appropriately prepared for client meetings (e.g., equipment, seating arrangements, refreshments).
- Communicating effectively with clients, staff, and management, acting as a liaison between different parties.
- Having a basic understanding of banking products and services to assist clients or direct them to the correct department for their needs.
- Understanding the bank's policies and procedures, especially around customer identification and data security.
- Effectively managing high volumes of phone calls, in-person visitors, and administrative tasks.
- Prioritizing urgent matters while maintaining smooth operations at the front desk.

House of Comms
Office Manager/ PA
Dubai, United Arab Emirates

July 2016 – August 2017

- Received and recorded all incoming communications, including emails, faxes, bills, and postal mail, ensuring timely responses and documentation.
- Maintained a streamlined process for forwarding important communications to the appropriate team members or departments.
- Organized and maintained an efficient filing system, ensuring proper categorization and quick retrieval of company records, documents, and personal files for the CEO and executives.
- Performed regular updates and maintenance of the company's database and contact directories, ensuring accuracy and completeness of all employee and client information.
- Coordinated with up to 10 internal team members, managing schedules, workloads, and communication to ensure the office functions smoothly.
- Directly reported to three Managing Business Partners, handling their schedules, correspondence, and administrative needs.
- Handled personal errands for the CEO and executives, including travel arrangements, appointments, and logistics.
- Performed essential clerical tasks, including typing, sorting mail, photocopying, scanning, and faxing.
- Monitored and ordered office supplies, including foodstuffs, beverages, and equipment, ensuring the office ran efficiently with adequate resources.
- Coordinated travel arrangements, including booking air tickets, hotel accommodations, and ground transportation for the Managing Director and guests/visitors.
- Handled visa applications and ensured timely processing for international travel to Europe and Asia for the Managing Director and Business Partners.
- Assisted the accounts department with filing financial documents, processing expense claim summaries for the Managing Director, and maintaining accurate records of company expenses.
- Responsible for depositing cash and cheques as directed by the Managing Director and ensuring proper accounting of funds.
- Performed ad hoc tasks and assignments as directed by the Managing Director, demonstrating flexibility and adaptability in supporting various business functions.

ASDAA Burson Marsteller
Admin Receptionist
Dubai, United Arab Emirates

June 2015 – June 2016

- Greet all visitors, clients, and employees in a professional, friendly, and welcoming manner, creating a positive first impression of the company.
- Manage front desk operations, ensuring a clean, organized, and professional reception area at all times.
- Handle incoming calls, directing them to the appropriate department or staff member while providing basic information about the company's services.
- Take messages and ensure timely follow-up when necessary, maintaining clear communication with clients and team members.
- Receive, sort, and distribute all incoming mail, packages, and courier items to the appropriate department or staff member.
- Track outgoing mail and ensure timely dispatch of company correspondence, including registered and time-sensitive mail.
- Maintain records of employee annual leaves, sick leaves, and absences, ensuring proper documentation and approval processes are followed.
- Communicate with employees regarding leave balances and assist with coordinating coverage during employee absences.
- Assist with general administrative tasks such as filing, scanning, photocopying, and data entry.
- Ensure that visitors are promptly and professionally directed to the right meeting rooms or employees.
- Coordinate with HR to ensure accurate documentation of employee leaves, sick days, and attendance.

Startek
Sales Representative | Time Warner Cable
ENTEC Bldg. Teresa Ave. Nepo Complex Angeles City

January 2013 – February 2015

- Served customers by actively promoting and selling Time Warner Cable products and services, including internet, cable, and phone packages.
- Identified customer needs and provided tailored solutions, explaining product features, pricing, and benefits to drive sales and improve customer satisfaction.
- Delivered persuasive sales pitches to both new and existing customers, increasing awareness of Time Warner Cable's offerings and upselling additional services.
- Managed and serviced existing customer accounts by addressing concerns, answering queries, and providing solutions to improve customer retention.
- Coordinated with customers to renew services, resolve billing issues, and ensure satisfaction with the services provided, reducing churn rate.
- Maintained organized records of sales activities, customer interactions, and follow-up actions in the CRM system, ensuring compliance with company policies.
- Ensured that all orders were processed efficiently, with correct pricing and discounts applied, and tracked them through fulfillment.
- Provided exceptional customer service, promptly addressing issues related to product functionality, service outages, billing, and account management.

IQOR
Collections Specialist | G. E Account
Clark Pampanga, Philippines

July 2012 – Dec 2012

- Made outbound collection calls to customers in a professional manner, ensuring that all communications adhered to company policies and best practices.
- Maintained a customer-centric approach during calls, building rapport to foster positive relationships while collecting overdue payments.
- Effectively communicated with customers to remind them of outstanding balances and discuss options for payment plans or settlements.
- Provided exceptional customer service by addressing and resolving customer inquiries related to collections, payment discrepancies, and account adjustments.

- Reviewed accounts to identify discrepancies, such as incorrect charges or missed payments, and worked with clients to resolve these issues in a timely manner.
- Assisted customers in understanding the collection process and the impact of non-payment, ensuring clear and accurate communication about policies.
- Reviewed and processed account adjustments as needed, ensuring accurate application of credits, discounts, or payments to customer accounts.
- Worked with customers to establish payment plans for overdue accounts, ensuring that payments were made in installments based on customer financial situations.
- Documented all interactions with customers, including details of conversations, payment agreements, and any disputes, in the collections management system.
- Followed up with customers who failed to meet their payment obligations, escalating accounts as per company policy when accounts remained unresolved.

Sutherland Global Services – AT&T ACCOUNT
Customer Service Representative
Clark Pampang, Philippines

January 2011 – April 2012

- Maintained financial accounts by processing customer adjustments, including billing corrections, payment discrepancies, and service credits.
- Reviewed customer accounts regularly to ensure accuracy, resolving any discrepancies and ensuring accounts were up-to-date.
- Ensured that all adjustments, refunds, and credits were processed according to company policy and in a timely manner.
- Processed customer orders, including service activations, upgrades, and plan changes, ensuring that all orders were correctly entered into the system.
- Managed customer inquiries regarding order status, changes, and cancellations, providing timely updates and ensuring a seamless process.
- Conducted assessments of customers' service usage and recommended potential product or service upgrades, tailored to meet individual customer requirements.
- Proactively recommended new products and services to customers based on an understanding of their current and future needs, enhancing customer satisfaction and increasing sales.
- Addressed billing inquiries, explained charges, and provided assistance with bill adjustments and payment issues.
- Guided customers in understanding their monthly statements, breaking down charges, and resolving any discrepancies.
- Provided excellent customer service by addressing inquiries, resolving technical issues, and ensuring customers were satisfied with AT&T's products and services.
- Actively upsold and cross-sold AT&T services, such as mobile plans, internet packages, and device upgrades, based on customer needs and preferences.
- Promoted bundled services to enhance the customer experience and maximize value for both the customer and the company.
- Documented customer interactions in the CRM system, ensuring accurate records of complaints, service requests, and resolutions.

Sutherland Global Services – PAYPAL ACCOUNT
Customer Service Representative
Clark Pampang, Philippines

February 2009 – January 2011

- Determined the cause of issues related to PayPal accounts, such as payment failures, unauthorized transactions, or account limitations, and worked to resolve them efficiently.
- Explained the best solution to customers in a clear and concise manner, ensuring they understood the steps required to address their issues, whether it was technical support, account changes, or policy clarifications.
- Managed customer accounts, providing assistance with account verification, security features, and ensuring the accuracy of account details.
- Assisted customers in linking their bank accounts, credit cards, and debit cards to PayPal accounts, ensuring smooth transactions.

- Guided customers through updating their account information, such as personal details, payment methods, and contact preferences.
- Addressed account limitations or restrictions by explaining the necessary steps to resolve issues and lift restrictions.
- Provided support for PayPal transactions, including assisting with refunds, disputes, chargebacks, and payment reversals.
- Worked with customers to investigate and resolve payment issues, such as delayed payments, missing funds, or incorrect transaction amounts.
- Assisted customers with their eBay account integration, including troubleshooting issues related to PayPal payments on eBay transactions.
- Provided guidance on eBay payment methods, resolving issues such as failed payments, payment holds, and verifying accounts for secure transactions.
- Supported customers in linking their PayPal accounts to eBay, explaining the process for accepting payments and resolving account-related inquiries.
- Handled disputes and claims filed by PayPal customers regarding transactions, service issues, or product returns.
- Acted as a liaison between buyers and sellers in transaction disputes, providing fair and unbiased resolutions based on PayPal policies.
- Assisted customers with understanding the PayPal Buyer and Seller Protection policies and worked with them to process claims related to damaged or undelivered goods.

Education**Bachelor of Science in Information Technology**

AMA Computer College | Tarlac City, Philippines | 2008-2009 (Undergraduate)

Bachelor of Science in Psychology

Saint Louis University | Baguio City, Philippines | 2006-2008 (Undergraduate)