



LOUR AMISTOSO

CONTACT:

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Muraqabat, Dubai UAE

With wide range of experience in the BPO industry, overtime I have handled a variety of customer interactions and administrative duties, with great skills in ensuring customer satisfaction through effective problem-solving and support over the phone & in person. Experience allowed me to become flexible and proficient in administrative & Secretarial Roles. I am eager to contribute to a team that values excellence in operational efficiency.

EDUCATION:

Tertiary: 1999-2003

Bachelor of Science in Accountancy
Saint Paul's Business School - Leyte

SKILLS:

- Knowledgeable in MS applications (word and excel)
- Flexible, able to work long hours
- Organized
- Fast learner
- Hardworking
- Trustworthy
- Responsible

LANGUAGE:

- ENGLISH
- TAGALOG

Complaint Analyst – 2017 - 2024

WIPRO Phils – Ayala Business Park, Phils

- Back office Support for **Boston Scientific** partners.
- Handles, Evaluate, Asses and Specify Patient Complain and direct the same to the Concern Person/Department and make sure that complains are attended & resolved.
- Ensure accurate documentation, update of records that needs to be submitted real time
- Submit report to the medical representative assigned to provide the proper resolution for the partner's complaint.

Customer Service Rep. cum Secretary- 2012 - 2017

Teleperformance Inc. /Aegis People Support- Asia Town I.T Park, Phils

- Customer Service Support for **TIME MAGAZINE** Subscribers.
- Provide Introductory Information when needed & ensure that Offers and Promotions are communicated to our Subscribers & Prospect Customers.
- Asses & Assist customers' Transactions, Inquiries & Concern, whether by phone or in-person
- Respond to Customers Review and Feedback, professionally.

Accounting Staff cum Trade Activator (2010 – 2012)

Promo Edge Corporation – Makati, Philippines

- In-charge of Recording of Daily Branch Daily Expenses for accurate recording & monitoring.
- In-charge of Branch Weekly Inventory & Product Availability Confirmation to ensure its availability is enough according to Daily Sales History of the Product.
- Accurately Monitors & Track Monthly Bills including Shop Rentals, Telephone & Utility Bills.
- Prepare Weekly Payroll & coordinate with Disbursement Team to ensure Staff Salaries are paid on time.

Virtual Assistant/Back Office Support – (2008-2010)

EBusiness BPO, Inc. - Cebu Business Park, Phils

- Update Documentation of the status of each shipment by Communicating to both customers & Forwarders via Email or by Telephone
- Forwarding completed documents of each shipment to the Concern Staff/Department via email.
- Daily Monitoring the Ship in & Ship out of Products in the warehouse and ensuring all incoming & outgoing Products are accounted accurately.

Administrative Staff –2007 – 2008

Globe Telecom - Mandaluyong City, Phils

- Record & keep the list of defective items such as call cards, cellular phone and freebies.
- Review inventory Report of Assigned Branch (Luzon Branch) and cross check with Previous Inventory & Report vs Current Month's Sales
- Ensure that Proper Documentation are stored and readily available for audit purposes.