



ANNIELYNE PURGARILLAS

North York, ON M3L 1X4,
(647) 667-5300
anilyn.p@gmail.com

PROFESSIONAL SUMMARY

Highly motivated and goal oriented Human Resource Graduate with experience in Customer Care and Administrative Support focused on delivering exceptional customer service in a fast-paced environment.

SKILLS

- Human Resource
- Microsoft Office
- Customer Relations (10+ years)
- Records Management
- QuickBooks
- Mayer System
- Administrative Experience

EXPERIENCE

Customer Experience and Trader Support Administrator

February 2022 - Current

Triple M Metal LP | Brampton, ON

- Provide support to various teams: Logistics, Order Processing, Operations, and Accounting to ensure day-to-day functions are performed adequately and meet deadlines and expectations
- Internal Logistics: Assist with allocations and contract clean-up to facilitate scheduling/booking of loads
- Communicates with Traders, Accounting, Suppliers, and Customers to resolve discrepancies and ensure accurate information for payments and accounts
- Enter tickets and process entries into Mayer system to ensure that system has up to date information
- Confirms payment status for suppliers to ensure payments have been made
- This includes but is not limited to; contract entry, pricing, activation and completions ensuring that commodity availability reporting is accurate
- Generates settlement reports and reconciles discrepancies between suppliers and customers.

Inside Sales/Administrative Assistant

November 2020 - February 2022

Advance Industrial Supplies | Brampton, ON

- Generated revenue by receiving inquiries and orders through phone, in-person, and email
- Prepared, key in, and edited quotation, purchase orders and invoices in quick books
- Sourced industrial products required by coordinating with new and existing vendors/suppliers to maintain supply inventory
- Assisted in preparation of scheduled reports
- Tracked and managed supplies to ensure timely delivery to customers
- Collaborated with accounting and other departments to ensure accuracy of received purchase orders and vendor invoices.

Human Resources Assistant

June 2020 - September 2020

Ismile Technologies | Toronto, ON

- Participated in establishment of employee processes and updating employee handbook
- Conducted end-to-end recruitment for different departments in the organization
- Created job descriptions, sourcing candidates, interview scheduling and sending out offers
- Collected and validated documents for employee verification and work eligibility
- Successfully conducted on boarding sessions for new employees and managing of staffing schedules

Call Centre Agent

May 2019 - Current

Interpreters Inc | Oakville, ON

- Perform all telephone intake duties required including creating/booking interpreting appointments and connect clients to available interpreters
- Perform other general administrative duties as requested by Management
- Enter and update all relevant information in the database
- Frequently monitor database to make sure all assignments are taken care of as needed.

Incident Report Operator

July 2013 - August 2018

Convergys | Philippines

- Received and validated complaints by listening to calls and completing account reviews
- Shared and provided feedbacks of call findings via email
- Generated weekly and monthly trending reports for reviewed accounts
- Conducts focused group discussions or teach backs to plan and track overall team performance in quality evaluations.

Escalation Support Supervisor

June 2011 - July 2013

Convergys | Philippines

- Handled supervisory calls ensuring customer satisfaction and compliance with company policies and procedures
- Demonstrated the ability to build relationships through listening, asking questions and relating to the customer
- Mentored and coached agent in achieving action plans.

Customer Care/Sales Representative

May 2007 - June 2021

Convergys | Philippines

- Interacted with customers in providing service, sales, basic technicalities and collections in a call center environment
- Provided First Call, Issue Resolution and Satisfaction on customers' concern particularly on billing-related issues
- Performed necessary customer's account modification as requested
- Presented sales offers as part of issue resolution and to increase customer's account value.

EDUCATION

Graduate Certificate - Human Resources Management

August 2020

Humber Institute of Technology and Advanced Learning, Toronto, ON

Honours

Graduate Certificate - Health Care Administration

September 2019

Canadore College, Mississauga, ON
Academic Honours

Bachelor's Degree - Nursing
University of San Carlos, Philippines
Dean's Lister

March 2007

LANGUAGE

English
Proficient (C2)