CSR for Collections - Work in Shaw

Responsibilities:
Responsible for front-line contact with customers via telephone, and ensures customer satisfaction and achievement of Client KPIs.

Collects past due payments from customers
Receives and responds to problems, queries and requests from customers by providing satisfying solutions to customers concerns
Resolves customer complaints or grievances about service, policy, operation or any other customer concern
Corrects or adjusts customer information for claims, payments, returns, etc

Requirements:
High School Graduate
With at least 6 months Outbound or Inbound Sales experience
Good command of the English language
Computer literate
Results-driven

Interested to apply? Send your application letter and CV to:
636-8555 / hrd@sykes.com

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

Ortigas
Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.
cor Shaw Blvd. Pasig City
Mondays to Fridays, 9am-8pm
Saturdays, 10am – 5pm

Makati
G/F Burgundy Corporate Tower
252 Sen. Gil Puyat Ave. Makati City
Mondays to Fridays, 8am-10pm
Saturday, 10am-5pm

Shaw
Upper G/F Worldwide Corporate center
Bldg. Shaw Blvd.
Mondays to Fridays, 9am-6pm

Makati
5F Glorietta 1. (Entrance at the G/F beside Payless)
Ayala Center, Makati City
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Saturday, 10am-5pm

Quezon City
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CSR for Dayshift Account - Satellite TV

Responsibilities:
Successful candidates will be working in an Australian television company catering to services such as operating cable, direct broadcast satellite television and IPTV services

Requirements:
18 years old and above
Completed 2 yrs in College / Bachelors Degree
Can converse in English
Willing to work in Shaw, Mandaluyong City on shifting schedules

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Technical Support Representative for Internet in QC!

Responsibilities:
Successful candidates will provide efficient technical support to one of the leading internet provider in the US. Functions may include troubleshooting DSL modem, providing assistance to internet connection problem, and resolve other technical issues experienced by the customer.

Requirements:
- At least college level
- Knowledge in DSL and internet connections
- Good English communication skills
- Willingness to work on a 24/7 schedule
- Willingness to work in Quezon City

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CSR for Insurance Account! Enjoy Weekends OFF! Apply at SYKES GLORIETTA

Responsibilities:
Candidates are tasked to provide inbound customer support regarding products and services that include life/medical insurance, annuities, retirement-related services, mutual funds, investment management, and real estate services.

Requirements:
At least highschool graduate
Good English communication skills
Willing to work in Makati on a permanent night shift
With Sat and Sun OFF*
Willing to start ASAP

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CSR for Canadian Telco - Apply at SYKES Glorietta

Responsibilities:
Successful candidates will provide a professional and efficient customer support/service function for all client projects, in line with client contractual requirements via email and/or phone callbacks.

Requirements:
- College Level
- 18 yrs old and above
- Conversant in English Language
- Willing to work in shifting schedules in Makati City

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Customer Service for Life Insurance - Earn as much as Php22200 Basic Pay

Responsibilities:
Customer Service Representatives for Life Insurance are the frontliners who provide professional and efficient phone support to different customers of a Fortune 500 client and noted as one of the largest insurance companies in the U.S.

Requirements:
At least 2nd year level in college
Good English communication skills
Willing to work in Makati on a permanent night shift
Willing to start ASAP

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IT Helpdesk Associate

**Responsibilities:**
Successful candidates will provide professional and efficient customer support/service function for all Sykes Clients/Account Team in line with Sykes and client contractual requirements via email and phone callbacks.

- MS Exchange Server administration: mailboxes, folders, distribution groups, calendaring, etc.
- Manages IT Helpdesk Newton Tool for Request and Incident Management within the SLA
- Network Troubleshooting (internet, intranet, clients tools, etc)
- Basic server and database troubleshooting (MS Exchange, File/Printer, SAV, etc)
- Password reset and unlock
- VISP/VPN Connectivity issues
- Remote user support
- System account setup, resource access
- How-to questions (Client Tools, Sykes Tools, Outlook, Office 2000, XP, Windows 98, NT, 2000, XP, IE, Netscape, Adobe, NAV, Pal, WinZip, etc.)
- Evaluates, and prioritizes incoming telephone, voice mail, e-mail, chat, and in-person requests for IT assistance from users experiencing problems with hardware, software, networking, telephony and other computer-related technologies.
- Handles multiple critical issues.
- Coordinate closely with the next level of support (i.e. End User Support, Administrators, Specialists and Engineers) in resolving issues received thru Helpdesk.
- Provides first-call resolution (phone) support to users by offering set solutions to problems.
- Logs and tracks calls using problem management database, and maintains history records and related problem documentation.
- Able to efficiently close tickets assigned to Tier 1.
- Releases IT Helpdesk Advisories for any IT announcements and status updates of any issue within the service level set.
- Responsible to update the customers and end users thru phone, email about the status of the issue/request until resolved.
- Monitors and records the progress and status of all cases to ensure that the committed service-level is fulfilled.
- Familiar and able to support at least 80% of client-specific applications by following proper escalation procedures. Coordinates the delivery of required services or solutions by a team of technical specialists or systems engineers.
- Escalate/Report issues, problems to appropriate external vendors, client IT, Sykes Service Desk and Sykes Corporate IT.
- Other similar tasks not otherwise specified
**Requirements:**
- University Degree or the equivalent
- Preferably with at least one (1) year of technical support experience from a call center environment
- Competent in use of all technical methods of communication e.g. fax, email, telephone
- Can convey information clearly and effectively both written and verbal
- Must be flexible in work schedule
- Can start ASAP

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