

# grace dayrit

## Customer service representative

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Everyday is a Learning day and set goals for the future

Willing to relocate: Anywhere

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## Work Experience

### Customer Service Representative

SITEL Inc. Luisita Tarlac City - Tarlac City  
July 2019 to Jan 2024

CSR handling U.S. Insurance Account

### Dental Receptionist

City Alpha Care Polyclinic - Dubai  
June 2017 to March 2019

1st point of contact

### Customer Service Representative

SITEL Inc. Luisita Tarlac City - Tarlac City  
September 2015 to April 2017

handling U.S. account Dental Insurance

### Surveyor/Appointment Setter(Australian Account)

Ringside Marketing Corporation - Angeles  
January 2015 to July 2015

Awarded: Best Surveyor/Appointment setter

### Customer Service Specialist (U.S.Account)

NETCAST BPO - Angeles  
January 2013 to January 2015

Awarded: Best in Quality

### Customer Service Representative

IQOR Philippines, Inc - Angeles  
January 2012 to August 2013

7) Ausphil Solution(Australian account)

### Appointment setter Solar Power

Ausphil Australian Account - Philippines  
June 2011 to September 2011

account: Solar power

### **CSR/Collection Specialist**

IQOR Philippines, Inc - PH

September 2009 to 2011

handles Credit Card :Capital ONE US account

## **Education**

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### **College undergraduate in Commerce, Marketing**

Holy Angel University - Philippines

June 1982 to September 1982

### **High school or equivalent in secondary level**

Holy Family Academy - Philippines

June 1979 to March 1982

## **Skills**

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- Flexible enough to work with other people  
Willing to learn new things in work  
Able to comply with deadlines  
Creativity  
Dexterity and good eye-hand coordination  
Time management and multitasking  
Teamwork
- Customer service
- Time management
- Phone etiquette
- English
- Communication skills
- Computer skills
- Sales
- Organisational skills