



# Kaireen P. Cabanding

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## Professional Summary

Highly motivated and results-driven Customer Service Representative and Team Leader with 5 years of experience in delivering exceptional customer experiences and managing high-performing teams. Proven ability to resolve complex customer concerns, drive performance improvements, and maintain excellent satisfaction ratings. Skilled in leadership, communication, and process optimization within fast-paced, customer-focused environments.

## Key Highlights

- Delivered outstanding customer service and achieved high satisfaction ratings.
- Managed and coached teams to exceed KPIs and performance goals.
- Expert in conflict resolution, problem-solving, and customer retention.
- Implemented process improvements increasing efficiency and reducing handling time.
- Conducted training that enhanced staff skills and team productivity.

## Professional Experience

### **Sales Manager – Phirst Park Homes Inc. (Real Estate) | October 2022 – July 2025**

- Built and maintained client relationships ensuring satisfaction and retention.
- Guided the sales team to improve performance and meet targets.
- Developed and executed strategies to attract clients and close deals.

### **Service Crew/Cashier – Jollibee Food Corporation | August 2021 – August 2022**

- Handled cash register operations accurately and efficiently.
- Provided excellent customer service and maintained cleanliness.
- Processed orders, payments, and ensured customer satisfaction.

### **Customer Service Representative – Concentrix | February 2019 – March 2021**

- Responded to customer inquiries professionally via phone, email, and chat.
- Resolved complaints and maintained customer satisfaction metrics.
- Collaborated with teams to enhance service processes.

### **Team Leader – Chots Marketing Services, Mandaluyong City | March 2015 – April 2017**

- Supervised a customer service team ensuring quality performance.
- Coached team members to exceed KPIs and handled escalated cases.
- Led meetings to review progress and align with business goals.

## Education

Bachelor of Science in Industrial Technology – Major in Food Technology  
Bulacan State University | Graduated 2014

## Skills

Customer Service Excellence • Leadership & Team Management • Conflict Resolution & Problem Solving • KPI Achievement & Performance Monitoring • Process Improvement & Efficiency • Training & Coaching • Communication & Collaboration • Adaptability in Fast-Paced Environments