**First Name of Application CV No 1645284**

Whatsapp Mobile: +971504753686



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**Objective:** To obtain a career that would benefit from my strong organizational skills, excellent interpersonal skills and Customer Service Experience. As well as expertise from an organization that would encourage growth of my professional and personal well-being.

 **WORK EXPERIENCES**

**March 2014 – March 23, 2016**

Chat Support Representative

Teletech Management Inc.

Cybergate 3 Pioneer St. Boni Ave. Mandaluyong Ciy

Duties and Responsibilities:

* Provide basic troubleshooting steps on technical issues
* Respond to customer’s inquiries in timely manner and ensure to provide first chat resolution in every chat.

**April 2011 – March 25, 2016**

Technical Support Representative/

Call Centre Agent

Aegis People Support

APS Center Ayala Ave. Makati City

Duties and Responsibilities:

* Respond to customer inquiries on technical issues
* Resolve and troubleshoot simple or complex customer issues
* Ensure Compliance with the Company policies and procedures along with the timely delivery of Solutions to the clients.

**June 10, 2010 – April 8, 2011**

Manila Housekeeping

Pavilion / Waterfront Hotels and Casinos

U.N Avenue Manila

Duties and Responsibilities:

* Deliver excellent customer service, at all times
* Service all bedrooms and corridors, in line with company policy
* Maintain high standards of cleanliness and presentation in all back-of-house areas and customer areas

**June. 2008 – Mar. 2010**

Customer Service Representative

Smart Communications Inc

Progress 1 Bldg. East Ave. Quezon City

Duties and Responsibilities:

* Provide customers with product and service information.
* Provide information that helps customers to make purchasing decisions
* Coordinate with the customers on phone related problems by doing basic troubleshooting.
* Act as gatekeepers who make sure that complaints are valid before accepting customer returns.
* Responsible for responding to customer inquiries and making sure that any problems they are experiencing are resolved

**Sept. 2006 – Feb. 2008**

Customer Service Representative

Infocom Technologies - PLDT

Citi Motors Bldg. Pasong Tamo Ext. Makati City

Duties and Responsibilities:

* Providing accurate information for customer’s general queries.
* Assisting customers with their billing questions regarding the account.
* Research misapplied payments and create necessary billing adjustment.
* Process customer’s request for other service activation.
* Coordinate request for re-printing of Statement of Account.
* Try to fix problems or suggest solutions.

**Oct. 2003 – Nov. 2004**

Encoder

Globe Telecom

Globe Pioneer, Boni Ave. Mandaluyong City

Duties and Responsibilities:

* Validates and handles the encoding process and completeness of data. (Receiving Report, Job Order Form and Retail Store Application Form )

**Dec. 2003 – Feb. 2004**

OJT

Philippine Post Office.

Liwasang Bonifacio, Manila

**Trainings:**

**Workshop on Integrated Hotel, Restaurant and**

**Passenger Ship Operations**

GLS Training Center

G/F Midland Plaza Ermita Manila

June 5, 2010

**Skills**

* Willingness to work a variety of day/night and weekend shifts.
* Able to read, write and speak English.
* An energetic personality.
* Excellent people skills.
* Computer Literate

**EDUCATIONAL ATTAINMENT**

High School: 1996 – 2000 Florentino Torres High school

 Juan Luna St, Gagalangin Tdo Mla.

College: 2002 – 2006 STI College – Recto

 Doña Faustina Bldg C.M. Recto, Mla

 ***Bachelor of Science in***

***Information Technology***