**Genesis**

**PERSONAL DATA:**

Age: 24 years old

Sex: Male

Status: Single

Date of Birth: June 1, 1991

**POSITION DESIRED:** Call Center [Customer Service/Technical Support/Sales Representative (Voice/Non-voice)]/ Back Office/ Data Analyst/ Admin Office Staff/ Warehouse Assistant. **SUMMARY OF WORK EXPERIENCE**

* Call Centre Representative via phone and chat support that handle account inquiries, customer complaints and support issues to maintain customer satisfaction.
* Data Encoder/ Checker / Storeroom Support to monitor the stock level and maintain the minimum stock quantity accurately.

**PROFESSIONAL SKILLS**

* Multi tasking experience in a fast-paced environment
* Completing work tasks with speed and accuracy in a detailed work environment
* Excellent attention to details
* Ability to make decisions that impact customer service levels with a sense of urgency
* Contributes to team effort by accomplishing related results as needed.
* Proficient to develop and maintain a customer database
* Maintaining the highest standards of call centre processes and protocols in line with the business policy and procedures
* Creating trust based on integrity and fair handling of all enquiries and complaints
* Handle all customer calls / transactions on all areas of operations and relevant departments in a courteous and professional manner
* Follow the call script in a timely manner
* Ensure process KPIs are adhered to and achieved consistently
* Providing relevant information in reports to the Team Leader
* Proficiency with PC applications including Word, Excel, PowerPoint & Outlook
* Comfort with shifts and flexible to accommodate non-traditional work schedules

**WORK EXPERIENCE:**

**Teletech Philippines**

Online Chat Support: U.S. Telecom Account

Customer Service/Technical Support/Sales Representative/Data Entry

2nd Flr Robinsons Mall Ortigas Extension Cainta Rizal, Philippines

Feb 2014 – August 2015

**Transcom Philippines**

Call Center Customer Service/Sales Representative: U.S. Telecom Account

Frontera Verde, Ugong Pasig City. Philippines

Aug 2013 – Dec 2013

 **TechMahindra LTD.**

Call Center Customer Service/Sales Representative: Philippines Telecom Account (Local)

5 Eastwood Ave., Eastwood City Cyberpark E. Rodriguez Jr. Avenue, Bagumbayan, Q.C., Philippines

Aug 2012 - March 2013

**LiteXpress International Inc.,**

Encoder/Inhouse Checker

 #13 Economia Street, Calle Industria, Brgy. Bagumbayan, Quezon City, Philippines

Sept 2011 - March 2012

**EDUCATIONAL ATTAINMENT:**

**Vocational Training:**

(July - December 2009)

TESDA- PGMA Scholarship

AMA COMPUTER COLLEGE

Pasig, City

Completed Level 1: Computer Programming

**Tertiary:**

(2007-2009)

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES – Manila

Sta. Mesa, Manila

 COURSE: Bachelor of Science in Mechanical Engineering

 Undergraduate

**Secondary:**

 (2003-2007)

STA. LUCIA HIGH SCHOOL

Dona Juliana II, Brgy. Sta. Lucia, Pasig City

**Primary:**

(1997-2003)

DE CASTRO ELEMENTARY SCHOOL

Everlasting St. De Castro Subd., Brgy. Sta. Lucia, Pasig City

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