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**Charlie**

Email: [Charlie.319622@2freemail.com](mailto:Charlie.319622@2freemail.com)

**Objective**

To obtain a position that will enable me to use my strong organizational skills, educational background, work experience, and ability to work well with people.

**Skills**

* excellent in sales/customer service
* proficient in oral and written communication
* possesses strong interpersonal and leadership skills
* knowledgeable in MS Office application

**Professional Experiences**

* **PACIFIC MALL LEGAZPI, LEGAZPI CITY, PH**-the first full-sized integrated shopping center in the Bicol region.

**Part Time Sales Associate (Department Store)**, 7/2011 to 1/2013

Helped customers make purchases by recommending, describing and demonstrating products.

* **TELEPERFORMANCE, EDSA SHAW, PH** – a leading provider of outsourced customer experience management services in the country.

**Customer Service Representative**, 9/2013 to 6/2014

Handled incoming calls from customers, responding to inquiries, resolving problems and correcting policy errors.

* **CONCENTRIX DAKSH, SM CYBERWEST QC, PH** – a recognized leader in providing innovative services and technology to accelerate high-value interactions at every stage of your customer’s lifecycle.

**Customer Care Specialist/Supervisor**, 9/2014 to 10/2016

Handled customer inquiries, complaints, billing, questions and payment extension/service requests. Calmed angry callers, repaired trust, located resources for problem resolution and designed best option solutions.

**Education**

DIVINE WORD COLLEGE OF LEGAZPI, Legazpi City, Albay, Philippines

Bachelor of Arts in English Language, 3/2013

Major: English Language/ Minor: Communication

Academic Distinction from 1st year to 4th year

**Portfolio on Request**