***CUPIDO***

***Cupido.365219@2freemail.com***

***OBJECTIVE***

To secure a position in the organization that offers challenge and opportunity for my career development and at the same time serve the organization to the best of my capabilities. I would like to gain new skills while utilizing my current area of expertise of procurement and employee satisfaction services within a positive environment.

***SKILLS AND INTEREST***

* Computer troubleshooting, sales and presentation skills, persuasive skills, typing skills 35 wpm, internet navigation skills and customer-service oriented.
* Multi-tasking, team-player and leadership skills.

***PERSONAL QUALITIES***

* Goal-directed, results oriented, skilled communicator, persuasive and adaptable.
* Self motivated with high energy, initiative and focused.
* Keen insight into needs and views of others.
* Possess special sensitivity to meeting diverse needs in varied situations.
* Dedicated individual, reputation for consistently going beyond what is required.

***WORK EXPERIENCE***

* **Customer Service Representative (Call Center Agent)**

ALORICA PHILIPPINES INC.

Chino Roces Ave., Makati City Philippines.

September 2015 – December 2016

 ***Duties and Responsibilities***

* Deliver excellent customer service at all times.
* Answering telephone calls and verifying information.
* Deal with all inquiries in a professional and courteous manner.
* Informs clients by explaining procedures and providing information.
* Always adhere to all company policies and procedures.
* **Sales Representative**

SM Appliance Center

SM Fairview Quirino Highway corner Regalado, Fairview, Quezon City, Philippines.

August 2014 - August 2015

***Duties and Responsibilities***

* Serves customers by selling products; meeting customer needs.
* Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
* Contributes to team effort by accomplishing related results as needed.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.

***SEMINAR ATTENDED***

* **5-Day Intensive Course for Call Center Agents**

BPO TRAINING ACADEMY INC.

Makati City, Philippines

March 28 – April 1, 2016

***EDUCATION***

**College : *Computer Technology***

**Asian Institute of Computer Studies**

Novaliches, Quezon City Philippines

 2013 –2014

**Secondary : Deparo High School**

Cabatuhan Road, Caloocan City, Philippines

 2005 – 2009

***PERSONAL DETAILS***

Nationality : Filipino

 Date of Birth : July 30, 1990

Place of Birth : Bislig City, Surigao Del Sur, Philippines

Civil Status : Single

Religion : Roman Catholic

Languages : English, Filipino

***REFERENCE***

 Available upon request.

I hereby certify that the above given information is true and correct to the best of my knowledge and belief.

***CUPIDO*** Applicant