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| E: amor.369309@2freemail.com  |
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| **Amor**  |
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| **Professional Summary** |
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| Dedicated Customer Service Representative with 14 years of experience skilled in providing customer satisfaction. Highly motivated, energetic, and with excellent communication and interpersonal skills. |
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| **Highlights** |
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| * IELTS Band Score 7.5
 | * Multi-tasking
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| * Communication Skills
 | * Customer-focused
 |
| * Time management
 | * Complaint handling
 |
| * Presentation Skills
 | * Team player
 |
| * Problem analysis
 | * Well-organized
 |
| * Results-driven
 | * Proactive
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| **Experience** |
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| **Lexmark Research and Development Corp.** | **Cebu Business Park, Cebu City** |
| **Customer Support Representative** | **January 2011 - Present** |

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| * Responsible for providing high quality customer service support by phone, e-mail and/or chat sessions applying extensive product knowledge and relational skills.
 |
| * Deliver problem issue analysis, consultation and resolution to customers.
 |
| * Keep abreast with the company’s future services, industry products and technologies.
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| **Calltek Center International, Inc.** | **Lahug, Cebu City** |
| **Customer Support Representative** | **January 2005 – December 2010** |

 |
| * Resolved customer issues by diagnosing and providing resolutions relating to network, Internet connectivity and/or service related issues.
 |
| * Collaborated with a higher level of support when working on customer escalations.
 |
| * Managed network infrastructure and Internet connectivity in a hospitality industry.
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| **Centre for International Education** | **Mabolo, Cebu City** |
| **Receptionist / Front Desk Officer** | **February 2004 – August 2004** |

 |
| * Answered and contacted customers to respond to inquiries.
 |
| * Catered and provided assistance to customers who need help on how to use the computer and the Internet.
 |
| * Performed computer maintenance through system updates.
 |
| * Supported in troubleshooting operating system issues and Internet connectivity.
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| **Electroworld Office Systems** | **Mandaue, Cebu City** |
| **Receptionist / Front Desk Assistant** | **February 2003 – February 2004** |

 |
| * Answered and contacted customers to respond to inquiries.
 |
| * Provided customer satisfaction through handling customer issues.
 |
| * RMA defective products.
 |
| * Kept customers updated and notified on their purchased products that are for repair.
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| **Education** |
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| Bachelor of Science – Computer Engineering | October 2002 |
| Cebu Institute of Technology - University | N. Bacalso Avenue, Cebu City |

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| **Workshops Attended** |
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| High Impact Presentation Workshop | September 2015 |
| Adaptive Coaching Model | August 2015 |
| Intelligent at Heart – EQ at Work | January 2009 |
| Business English Communication Enhancement | November 2005 |

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