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| E: [amor.369309@2freemail.com](mailto: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 | | * 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** | |
| * 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. |
| |  |  | | --- | --- | | **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. |
| |  |  | | --- | --- | | **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. |
| |  |  | | --- | --- | | **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 | |