**Lewis**

**Lewis.375322@2freemail.com**

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**Objective:** Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

**Professional Career:**

**Sales Associate**

**June-December 2016**

**Convergys Philippines**

Job Description:

\* Receive phone calls from customers who are experiencing issues with their phone, cable, and internet connection.

\* Resolve connection issues over the phone or process a request for a technician dispatch if needed.

\* Process customer requests for Self Installation Kits.

\* Upsell on each call.

\* Sell phone, cable, or internet bundles depending on the identified customer needs.

\* Inform customers of the latest products and promotions.

\* Meet all KPI targets set every month by the clients and the management.

**Customer Service Representative**

**January 2017 - Present**

**Convergys Philippines**

Job Description:

\* Receive phone calls from customers who need assistance with their online account (Password Resets, Adding/ Changing Phone Numbers, Updating Email Address, Updating Personal and Banking Information)

\* Answer customers' questions regarding sending and receiving money.

\* Send follow up emails both to customers and other departments for follow up.

**Achievements and Recognition:**

100% Voice of the Customer Satisfaction Rating

Transfer Champion

**Educational background:**

Tertiary

Bulacan State University

2012 - 2016

B. S Bachelor of Sport Science

**TECHNICAL/PERSONAL HIGHLIGHT**

* Proficient in Microsoft Office,
* Proficient in Photoshop, and Video-editing software (Sony Vegas & Adobe Premiere)
* Able to comply to deadlines
* Able to perform in tight schedules
* Consistent and accurate in work field
* Ability to work under pressure on certain circumstances
* Good communication skills demonstrated by ability to work with people with diverse background
* Maintain a positive attitude while interacting with co-workers and in the field

**PERSONAL DATA**

Date of Birth: April 07, 1996

Civil Status: Single

Religion: Christian

Nationality: Filipino

Via Status: Visit Visa

**CHARACTER REFERENCES:**

*References are available upon request*

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