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**DOMANAIS**

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**Position applying for: Customer Service Representative/Biller/Call Center Agent**

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**JOB OBJECTIVE:**

To be able to work and do my best job, one that is suited to my skills, talent and experience, and to be of service in my full ability for the benefit of my employer.

**PERSONALDETAILS**

**Nationality:**Filipino

**Marital Status:**Single

**Visa Status:**Visit Visa

**Language:**English / Tagalog

**EDUCATIONAL BACKGROUND**

**Tertiary Far Eastern University** 2003 - 2007

Nicanor Reyes St., Sampaloc Manila

 **Bachelor of Science in Nursing**

**Secondary The Sisters of Mary School** 1997-2001

Bo. Biga, Silang, Cavite Philippines

**Primary Gogon Elementary School** 1991-1997

Gogon, Prieto-Diaz Sorsogon, Philippines

**Vocational The Sisters of Mary School** 1997-2001

Bo. Biga, Silang, Cavite

* Automotive Technology 350 hrs
* Computer Technology 150 hrs
* Mechanical Technology 500hrs

**SKILLS**

* Excellent Computer Knowledge
* Excellent Typing Skills
* Fluent in written and oral English communication

**WORK EXPERIENCES**

**Customer Service Representative**

 **IBEX Global Philippines**

June, 2015 – April, 2017

Parañaque City, Philippines

* Create Snippets for clients’ services and productsand posted it online.

 **Teletech Philippines**

March, 2013 – June, 2015

Mandaluyong City, Philippines

* Help customers resolve billing concerns, create new accounts, and set appointment for service issues.
* Assist customers on selecting best mobile plan.

**Sitel Philippines**

August, 2010 –March, 2013

Emerald Ave., Ortigas, Pasig City Philippines

* Assist and communicate with customers through chat
* Help customers decide on what package / service to order
* Assist customers in placing the order online

 **Transcom International**

March, 2008 –September, 2010

Ortigas, Pasig City

* Process payment and resolve billing/service issues
* Assist customers in selecting services that best suits them
* Perform basic service trouble shooting steps and scheduled an appointment with the technician.

**Teleperformance**

September – December 2007

Shaw blvd., Mandaluyong City

* Assist queries from credit card holders
* Solve customer’s issues and concerns regarding monthly bills and payments
* Answer questions regarding credit card information
* Provide a hundred percent customer satisfaction