**GIAN DAVID**

Nationality: Filipino

Marital Status: Single

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Date of Birth: May 15, 1994

**Summary**



Eager to exercise knowledge and skills to a position requiring self-reliance, initiative, and work competence, with potential for advancement, preferably the position depending on my qualifications as you deem fit.

**Highlights**



 Excellent  Passionate in Customer

Communication Skills in Service

English

 Basic Knowledge in

Computers

 Team Player

 Ability to Process and

Obtain Information

**Experience**



**Customer Service Representative**

* Lively phone presence and excellent active listening skills.
* Ability to work and thrive in a multi-tasked, fast paced environment.
* Answers calls from US people that needs help in terms of travel.
* Assist questions about Ebay
* Handles pressure from irrate customers proffessionally.
* Offering other options that would suit their wants and needs.

**Customer Service Representrative, Teleperformance Cebu**

* Can explain/provide information that the customer needs about Netflix ,when they are having trouble opening the app on their device or if they are having a hard time navigating Netflix.
* Answers questions on how Netflix works
* Can work and thrive in a multi-tasked, fast paced environment
* Educates the customer on what he/she needs to do so that he/she can fix the problem and the things that they can do in the future if any problem related on what they are calling about occurs again.

**Education**



**BSCE, Bachelor of Science in Civil Engineering - 2011-2017** University of Southern Philippines Foundation－ Cebu City, Philippines