



# Abegail Navarro

## EXECUTIVE SUMMARY

Passionate and detail-oriented professional. Trained in conflict resolution and communication. Eager to build customer loyalty by leveraging interpersonal skills and offering top customer service.

Portfolio Link : [Abegail L. Navarro Portfolio \(abynavarro.github.io\)](https://abynavarro.github.io)

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

TELUS International Philippines | Oct 2018 – Nov2020

- ◆ Use telephones to reach out to customers and verify account information.
- ◆ Act as the company gatekeeper.
- ◆ Suggest solutions when a product malfunctions.

### ADMINISTRATIVE ASSISTANT

St. Luke's Medical Center Jun 2018 – Oct 2018

- ◆ Being a point of contact for a range of staff and external stakeholders
- ◆ Scheduling meetings and appointments of patients Answering and directing phone calls to relevant staff Finding ways to improve administrative processes

### FOOD SERVICE WORKER

McDonald's (Part-time) Mar 2016 – Jul 2016

- ◆ Handle money transactions and issue receipts Communicate with customers in a fast and friendly manner Assemble food to ensure fast service

### Customer Support Representative

KMC Solutions

PB Tech LLC & Advisory (Jul 16,2021 – Present)

- Answering customer queries and solving issues as chat support.
- Act as the company gatekeeper.

## CHARACTER REFERENCE

### ENGR. MARY ANN F. ABALLIAR-VISTA, MEAM

Assistant Professor IV  
Procurement Officer / Cultural Coordinator / BAC Secretariat ICS Faculty Member  
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## SKILLS AND EXPERTISE

Detail-Oriented  
Team player  
Positive Attitude  
Complaint Resolution  
Problem Solving  
Microsoft Office

## SCHOOLS ATTENDED

Philippine State College of  
Aeronautics

Bachelor of Science in Aviation Information  
Technology | Jun 2014 – May 2018

- Aviation / Airway Management and operations
- Aeronautics/Aviation/Aerospace Science and Technology

## CONTACT ME AT:

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