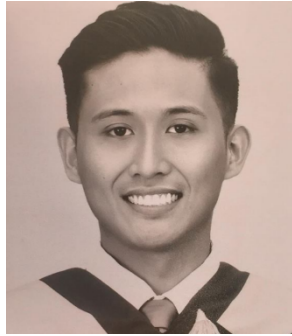


Jose Maria Omolon



Ferdinand-Magellan Straße 28
14089 Berlin
015738303170
jmomolon@gmail.com

SKILLS

- Strong command of the English Language both on written and verbal
- Certified on B1 German language
- Proficient in MS Office especially Excel
- Experienced in Call Center (voice)
- Experienced in Call Center (Chat support)
- Experienced in Sales and technical support
- Tech Savvy can adjust and navigate through computer based tools efficiently
- Team Player
- Can work on minimum supervision
- Experienced in Team Handling of 20 agents
- Can solve straight forward problems
- Ability to handle difficult and irate customers
- Can provide level 2 customer service (Supervisory Call)
- Good understanding of call center operation
- Ability to review departmental processes and workflows with view of improving efficiency
- Expertise in providing and receiving coaching and feedback

Education

Tertiary

WBS training - Berlin, Germany

Completed Date: *Completed Date: February 6, 2024.*

Full-stack Web developer:

- HTML5
- CSS3
- Javascript
- UX/UI design with Advance Adobe Photoshop
- PHP
- SQL
- NODE.JS

Tertiary

Cebu Institute of Technology University (Philippines)

Completed Date: March 2018

Bachelor of Science in Business Administration Major in Marketing Management

Secondary:Saint Dominic Savio School of Lapu-Lapu City (Philippines) was we

Completed Date: 2008

Elementary:Saint Alphonsus Catholic School (Philippines)

Completed Date: 2003

Experience

Customer Care Agent | Smartfrog and Canary GmbH (Berlin, Germany) December 1, 2019 - February 28, 2023

Interacts with customers in English and provides customer service in line with the product Supported through chat, email and phone.

Team Leader | Convergys/Concentrix (Philippines)

Dates From December 2016 – January 2019

Responsible for the team and provides supervision, coaching and in-charge in editing the payroll of the agent under his/her supervision

Highly competitive and always on top of the team rankings. Recipient of multiple top team leader awards and performance incentive. Drives team performance with the team on a daily basis by providing motivational speeches and reason to work at the start of the shift and provides performance evaluations after the shift.

Offline Associate 1 | Convergys/Concentrix (Philippines)

Dates From April 2015 – December 2016

Provides Support to Technical Support Professional 1 and does tier 2 support to customers and provides Supervision to the TSP 2 Agents

Promoted to this position in just 1 year and is relied on by peers, superiors and subordinates in technical questions as well as approvals. Helped the team together with the team lead be a top team on multiple Occasions.

Technical Support Professional 2 | Convergys/Concentrix (Philippines)

Dates From October 2013 – April 2015

Interacts with customers in English and provides customer service in line with the product Supported.

Consistent top agent and recipient of several awards and performance based incentives. Always asked by supervisors to help on the new and nesting agent

Technical Support Associate 1 | Teletech

Dates From November 2012 – October 2013

Interacts with customers in English and provides customer service in line with the product Supported in our case Time Warner Cable.