

CZARINA JANE OCHOA



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Signal Village, Taguig City

EDUCATION

TAGUIG CITY UNIVERSITY

BACHELOR OF SCIENCE MAJOR IN
COMPUTER SCIENCE

Jun 2018 - Aug 2022

SKILLS

Core Skills:

- English - B2
- Communication
- Customer Service
- Documentation
- Confidential information handling
- Multitasking
- Problem Solving

Technical Skills:

- SQL
- Microsoft Office
- Google Workspace
- CRM Software
- Canva

WORK EXPERIENCE

INFORMATION TECHNOLOGY OPERATIONS ASSOCIATE / IT CUSTOMER SERVICE ASSOCIATE

ACCENTURE

Sept 2022 - Jan 2025

- Answer sales inquiry of customers through inbound and outbound calls.
- Scheduled and rescheduled in-store appointments for customers as needed to accommodate availability.
- Built strong relationships with international clients through attentive listening and personalized service.
- Demonstrated exceptional verbal and written communication, facilitating clear and professional interactions.
- Efficiently identifying and resolving customer issues, ensuring high levels of customer satisfaction.
- Maintained organization in handling customer requests, multitasking efficiently in high-pressure environments.
- Provided technical assistance and troubleshooting support, improving user experience.
- Managed confidential customer data with discretion, ensuring compliance with company policies.