



Arne Mandanao

Customer Service Representative

CONTACT ME

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📍 Santiago st. Indangan,
Davao City, Philippines

EDUCATION

Bachelor in Science in information technology

University of Southeastern Philippines

2019 - 2023

Technical Vocational IT related

Assumption college of Of Davao

2017 - 2019

Fatima Highschool

2006 - 2008

SKILLS

- Excellent communication and interpersonal skills
- Strong problem-solving and decision-making abilities
- experience in CRM software (e.g., Salesforce, Zendesk)
- Time management and organizational skills
- Ability to work effectively in a fast-paced environment

WORK EXPERIENCE

Customer Service Representative

2020 - 2023

Alorica Inc Teleservices

Handled a high volume of customer inquiries, ensuring prompt and accurate resolution.

Work as a dispatcher agent for food delivery service drivers and Customer service agent for Underarmour sports apparel

IT technical support

2019 - 2020

Callbox Inc

Provide technical support to end-users, resolving hardware and software issues. help employee with diagnosing and troubleshooting network connectivity problems, ensuring minimal downtime. Assisted in the planning and execution of software and hardware upgrades.

IT staff

DSWD IT staff

2023 - 2023

Energetic and detail-oriented student experience with Technical Support On-the-Job Training position having theoretical knowledge in a practical setting, gain hands-on experience in troubleshooting and customer support, and contribute to the success of the IT team.

Student assistant

Assumption College

2017 - 2019

Provided administrative support, including organizing files and managing correspondence. Specifically assigned in the library and conducting assistance to student when inquiries and file or book acquisition.

REFERENCES

Jobelle "Bella" S. Baguio

Business Development and
Recruitment Coordinator

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expert/ Supervisor

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