



# Eduardo Sismundo Jr

## Customer Service Representative

📞 09774733893

✉️ eduardosismundojr@gmail.com

🌐 <https://eduardosismundojr.github.io/home/>

📍 60 Bagong Farmers Avenue,  
Barangay Tumana, Marikina City

## Professional Summary

Dynamic and detail-oriented Customer Service Representative with 1.4 years of experience in the BPO industry, specializing in financial and fintech campaigns. Adept at managing administrative tasks, providing exceptional customer service. Skilled in utilizing technology to optimize workflow and deliver accurate, timely results.

## Professional Experience

### Customer Service Representative

IntouchCX

May 2025 - July 2025

- Troubleshoots device/app, Internet connectivity.
- Resolved payments, and subscription issues.
- Navigate error codes and potential cause and provide the right resolution to the customer.
- Handled subscription cancellations/renewals.
- 60+ calls/day with 9 min AHT; maintained 80% CSAT.

### Customer Service Representative

TaskUs

September 2024 - March 2025

- Supported credit building products (credit builder loan, credit account)
- Explained how we report monthly to credit agencies (Equifax, Experian and Transunion) and how our product impacts their credit reporting.
- KYC, disputes, and account reviews.
- Managed ~40+ tickets/day; 90% CSAT; 91% QA, 7 min AHT.

### Customer Service Representative

Foundever

November 2023 - July 2024

- Served as Team POC (Point of Contact)
- Processed membership cancellations/renewals,
- Payment method changes;
- Educated customers on collection status and timelines.
- 50+ tickets/day; 6 min AHT; 100% CallMiner KPI
- Recognized Top Agent for 3 consecutive months.

## Education

### Bachelor of Science in

### Computer Science

STI College Marikina

3<sup>rd</sup> Year College Undergraduate

2021-2024

### Senior High School

STI College Marikina

ICT-MAWD Strand

2017 - 2019

## Volunteer Works

### IT Organization Auditor

STI College Marikina

2023 - 2024

### Maintenance Team Assistant Head

Life City Church

July 2023 - January 2024

### Media Production Team

Life City Church

August 2022 - May 2024

## Core Competencies

- Data Analyst
- Technical Support
- Computer Literacy
- Time Management & Organization
- Communication & Interpersonal Skills
- Programming (Java, C#, Python)
- Web-Development (Node.js, Tailwind.CSS, Vite)

## Certification

- Oracle Java Certificate of Completion
- TaskUs Fraud Fighter
- TESDA NC III Java Programming
- Grade 12 With Honors - STI College Marikina Senior High School