



JASON KASSONGO

C U S T O M E R S E R V I C E
R E P R E S A N T A T I V E

KEY COMPETENCIES

- Business Development
 - Risk Assessment
 - Strategic Planning
 - Team Facilitation

SKILLS

- Problem solving
- Project Management
- Analytical thinking ability
- Excellent written and verbal communication skills in French and English
 - Technical Skills
- Empathy & Adaptability

PERSONAL SUMMARY

I am a French / English Speaker. I have a good amount of experience in customer service that manage calls and resolve issues.

WORK HISTORY

French / English Bilingual CSR

TELUS International Philippines
Sept 2019 - June 2020

- Manage large amount of inbound calls to resolve client contract and account queries
- Process tech order requests for small to medium sized French - Canadian companies in a variety of industries
- Provide billing, contract renewal and adjustment services for relocating companies
- Work with internationally diverse teams to complete order processing and confirmation services of client

Pre-School Instructor

Little Jewels International School
June 2013 - Aug 2014

- Teach English language to kids

SCHOOLS ATTENDED

Shandong University of Science and Technology, Qingdao, China

B.A. of Telecommunication Engineering | Aug 2015
- June 2019


International Open Academy

TESOL Certification | June 2019

CONTACT INFORMATION

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