

#### 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 languaae to kids

## SCHOOLS ATTENDED

# Shandong University of Science and Technology, Qingdao, China

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

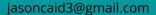
## **International Open Academy**

TESOL Certification | June 2019

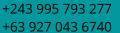
**CONTACT INFORMATION** 

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jasonfuentes