Cristelle Andrea Aguilar

cacaguilar14@gmail.com | 0966-137-4459 | Malabon, Philippines

PROFESSIONAL SUMMARY

Experienced professional with a background in providing excellent customer support and technical assistance. Able to understand and address even complex issues. My technical expertise allows me to enhance customer satisfaction.

WORK EXPERIENCE

Technical Support   02/2024 - 06/2024
Concentrix Ayala North Exchange - *Makati City*
- Provided prompt assistance to members experiencing issues with vehicle navigation systems, signals, and other related concerns.
- Delivered comprehensive technical support via calls ensuring swift resolution of issues to maintain seamless vehicle functionality.
- Offered technical guidance to members on software integrations and troubleshooting of third-party tools.

Technical Support   06/2023 - 09/2023
Concentrix Spark Place - *Cubao, Quezon City*
- Respond promptly to inquiries, providing clear and concise assistance to address user issues.
- Deliver comprehensive technical support through email, calls, and chats for an educational account, encompassing troubleshooting, resource checking, account replication, and issue resolution to ensure seamless functionality.
- Offer technical guidance to educators and students on software integrations and third-party tools.
- Received "Curious Mind" award for active engagement, insightful inquiries, and valuable contributions that elevate team dynamics and workflow.
- Utilized Salesforce for efficient CRM.
- Regularly leveraged Microsoft Teams for seamless communication.

Customer Service Representative (Graveyard Shift)   06/2022 - 01/2023
Concentrix San Lazaro - *Santa Cruz, Manila*
- Provide accurate and detailed information about account balances, transactions, fees, and policies.
- Investigate and resolve discrepancies or errors in customer accounts, ensuring accuracy.
- Adhere to regulatory guidelines and compliance standards while processing financial transactions.
- Participate in training sessions to enhance product knowledge and customer service skills.

EDUCATION

BS Computer Science (Undergraduate)   09/2021 - 12/2023
Technological Institute of the Philippines (Manila) - *Quiapo, Quezon City*
Consistent Vice President Lister

Information Communication Technology (MAWD)   06/2019 - 08/2021
STI College Caloocan - *Caloocan, Metro Manila*
Academic Excellence Award

CERTIFICATES

Email Marketing Certified   05/2022 - 06/2024
HubSpot
- Earned HubSpot's Email Marketing Certification, demonstrating proficiency in crafting targeted email campaigns, optimizing open rates, and enhancing customer engagement.

Social Media Management   05/2022 - Present
VirtualWork PH
- Successfully completed an online course in Social Media Management, acquiring practical skills in content strategy, audience engagement, and analytics within the dynamic realm of social media platforms.

Basic Wordpress   05/2022 - Present
VirtualWork PH
- Achieved a certificate upon completing an online course in Basic WordPress, gaining fundamental skills in website creation, content management, and customization using the WordPress platform.

Awareness: Cyber Security and Resilience Webinar   10/2022
- Attended a 2-day highly informative webinar featuring validated speakers who addressed critical topics in cyber security and resilience, emphasizing strategies to safeguard digital assets and ensure business continuity.

Vice President Lister
- Honored with a distinguished certificate from Technological Institute of the Philippines (Manila) for achieving an outstanding GPA within the range of 1.25 to 1.50, reflecting dedication and excellence in academic pursuits.

Academic Excellence Award
- Received prestigious recognition from STI College Caloocan for consistently maintaining a grade of 90 or above for two consecutive years, demonstrating unwavering dedication to academic excellence.

SKILLS

- Active Listening
- Basic Troubleshooting
- Technical Support
- Empathy
- AI tools Utilization
- Time Management
- Scheduling
- Email Handling

- Data Entry
- Research
- Document Creation
- Programming
- Web Development
- Database Management
- Critical Thinking
- Attention to Detail
- Adaptability
- Team Collaboration