



Victorie Alvin R. Delos Santos

Antipolo 1870

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I'm a dedicated employee who consistently completes tasks by the given deadlines, I am a Hardworking, personable, adept at managing sensitive situations. Highly organized, self-motivated, and proficient with English communication.

Work Experience

Customer Service Representative (CSR)

ResultsCX-Pasig

May 2023 to July 2024

I've been a customer representative from this company. I was a pioneer on that moment and I handle international account (American) for only inbound calls.

In that company, I learned to communicate more effectively, including showing empathy, using proper greetings, and adjusting the tone and mood of my voice, which helped me ensure customers were always happy and satisfied.

Helper

Transportify-Dasmariñas

November 2022 to April 2023

Transportify is a logistic and delivery company where I work as a helper. My role involves managing the items or goods to be transferred or delivered, I regularly interact with customers, which has helped me develop and practice careful and polite communication. This job has also taught me how to work effectively with others in team environment.

Highest Education Attainment

4th year College-undergraduate in Information Technology

University of Rizal System - Cainta

Skills

- I possess strong communication skills, with the ability to convey information clearly, listen actively, and adapt my message to suit different audiences.
- Proficient with Microsoft Word, Excel, and Power Point, Internet, Computer technology, and programming.

Languages

- English - Proficient