



CONTACT ME

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Salinas Drive Ext. Lahug,
Cebu City

EDUCATION

BS-Information Technology
University of the Visayas-Main Campus
2019-2023

Rogel Legaspi

WORK EXPERIENCE

Customer Service Representative III November 2021-June 2023

Qualfon Philippines, Inc.-Cebu I IT Park, Apas, Cebu City

- Handles 10 brands of telecommunications company
- Responds to customer inquiries promptly and professionally through phone and chat
- Assist customers with billing inquiries, service activations, cancellations, and changes to their telecom plans.
- Troubleshoot and resolve technical issues related to internet connectivity, mobile devices, landline phones, and other telecom services.
- Meet or exceed individual and team performance metrics, such as customer satisfaction ratings, first-call resolution rate, and average handling time.

Intern February-May 2023

MYT SoftDev Solutions I The Greenery, Mabolo, Cebu City

- Junior Software Developer
- Write codes under the guidance of more experienced developers.
- Participate in software testing activities to identify and resolve bugs or issues.
- Work as part of a development team and collaborate with colleagues, including senior developers, project managers, and designers.
- Tackle technical challenges and problem-solve through analytical thinking and research.