CELINE VALENCIA

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PROFILE SUMMARY

Skilled Customer Service Representative looking to transition into web development. Resourceful and dedicated with excellent analytical skills and handling complex inquiries, providing support, and resolving issues in a timely and professional manner. Highly motivated and adaptable problem solver with a strong willingness to learn and passion for technology. Eager to leverage skills and experience to contribute to a dynamic and innovative team.

SKILLS

HTML	Java	Canva	Microsoft Office	Attention to detail
CSS	JavaScript	Adobe Photoshop	Computer Troubleshooting	Adaptability
PHP	React JS	Adobe Illustrator	Communication Skills	Problem Solving
SQL		Figma	Critical Thinking	Time Management

PROFESSIONAL EXPERIENCE

Customer Service Representative at Sagility

Muntinlupa City | Sept 2022 - March 2023

- Experienced in handling high call volumes for international account while maintaining a positive and professional demeanor.
- Skilled in active listening, problem-solving, and conflict resolution to ensure customer satisfaction.
- Proven ability to multitask, prioritize tasks, and manage time effectively to meet customer needs and organizational goals.
- Consistently meet or exceed performance metrics, including call handling time, first call resolution, and customer satisfaction ratings.
- Proficient in navigating complex customer issues and working collaboratively with cross-functional teams to resolve them.

EDUCATION

Bachelor of Science in Information Technology

Pamantasan ng Cabuyao | June 2022

- Member of Society Information Technology Students - SITeS
- Member of PNC Programming Varsity

PROJECTS

My Portfolio ⬀

My personal website that contains the collections of the project such as Landing Page, Web design, logos, graphic design, etc. This website was made with React and Tailwind CSS.

FauxCoin Exchange ⬀

Personal project landing page using React and Tailwind CSS that simulates a cryptocurrency exchange called FauxCoin Exchange. The website allows users to view cryptocurrency prices using API from Coingecko. This project allowed me to strengthen my React and CSS skills while exploring the world of cryptocurrency trading.