

Maria Garcia

Customer Service Representative

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PROFESSIONAL SUMMARY

Highly motivated customer service professional with 5+ years of experience in delivering exceptional support to diverse clientele. Passionate about creating positive customer experiences and resolving issues efficiently. Proven track record of maintaining high customer satisfaction ratings and meeting performance metrics. Fluent in English with excellent communication skills and a genuine desire to help people.

WORK EXPERIENCE

Senior Customer Service Representative

TechGlobal BPO Inc., Quezon City, Philippines | June 2021 - Present

Handling inbound customer inquiries for a major US telecommunications company

Key Responsibilities:

- Handle 40-50 customer calls daily with an average handling time of 8 minutes
- Maintain a customer satisfaction score of 95% or higher
- Troubleshoot billing issues, service inquiries, and technical problems
- Process account changes and upgrades following company protocols
- Mentor new team members during their onboarding period

Key Achievements:

- Achieved 'Top Performer' award for 8 consecutive months
- Maintained 98% CSAT score throughout 2023
- Reduced average handling time by 15% while improving quality scores

Customer Service Representative

CustomerFirst Solutions, Makati City, Philippines | February 2019 - May 2021

Provided customer support for e-commerce clients

Key Responsibilities:

- Assisted customers with order tracking, returns, and product inquiries
- Processed refunds and exchanges according to company policy
- Maintained detailed records of customer interactions in CRM system
- Collaborated with fulfillment team to resolve shipping issues

Key Achievements:

- Employee of the Month - December 2020
- Achieved 96% quality assurance score average

EDUCATION

Bachelor of Arts in Communication

University of the Philippines Diliman | June 2013 - April 2017 | 3.2 GPA

Focus on interpersonal communication and media studies

SKILLS

Core Competency: Customer Service (Expert)

Software: Zendesk (Advanced), Salesforce (Intermediate)

Soft Skill: Active Listening (Expert), Conflict Resolution (Advanced)

ADDITIONAL INFORMATION

Status: Actively seeking opportunities

Preferred Work Setup: Remote

Preferred Shift: Graveyard

Expected Salary: PHP 25,000 - 35,000