

Maria Santos

maria.santos@email.com | +63 917 123 4567 | Manila, Philippines

PROFESSIONAL SUMMARY

Results-driven Customer Service Representative with 4 years of experience in the BPO industry. Skilled in handling inbound and outbound calls, email support, and live chat. Consistently exceeded performance metrics and received recognition for outstanding customer satisfaction scores.

SKILLS

Customer Service | Zendesk | Salesforce CRM | Microsoft Office | Live Chat Support | Email Management | Problem Resolution | English Proficiency (C1) | Typing Speed: 65 WPM

WORK EXPERIENCE

Senior Customer Service Representative

Concentrix Philippines

January 2022 - Present

- Handle 80+ customer inquiries daily via phone, email, and chat
- Achieved 98% customer satisfaction rating for 12 consecutive months
- Mentor and train new team members on company procedures
- Resolve escalated customer complaints and complex issues

Customer Service Representative

TTEC Manila

March 2020 - December 2021

- Provided technical support for telecommunications products
- Processed billing inquiries and account modifications
- Maintained detailed records in CRM system
- Received "Agent of the Month" award three times

EDUCATION

Bachelor of Science in Business Administration

University of Santo Tomas, Manila | Graduated 2019

CERTIFICATIONS

- TESDA Customer Service NC II
- Zendesk Support Administrator Certification