



# DANIEL SAMUEL SALVADOR

Customer Service Representative

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Brgy Santol Quezon City,

## ABOUT ME

Hardworking Customer Service Representative with nearly 2 years of experience working in Sales, Reservations and Healthcare. Trained in project and time management with extensive knowledge and proven multitasking abilities. Committed to maintaining professional relationships with clients to increase profitability and drive business results.

## EDUCATION

### Highschool

Don Bosco Technical College  
2011 - 2015

### Bachelor of Science in Information Technology

Don Bosco Technical College

2021 - 2023

## EXPERTISE

Web Design

Web Development

Graphic Design

Sales

## CERTIFICATES

Cybersecurity Administration

PIPEDA

## WORK EXPERIENCE

Sept 2020 - Jul 2021  
WNS | Pasig

### Associate Ops

- Consulted with outside parties to resolve discrepancies and create expert solutions.
- Used data entry skills to accurately document and input statements.
- Trained to handle Medical bills and Responded to customer concerns and questions on daily basis.

Mar 2019 - Sep 2019  
Concentrix | Mandaluyong

### Customer Service Representative

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Updated account information to maintain customer records.
- Trained to handle customer calls, emails and chats ( 2 customer chats at a time)

Feb 2019 - Mar 2019  
Alorica | Makati

### Customer Sales Representative

- Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
- Answered constant flow of customer calls with minimal wait times.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.