



EARL AUGUSTINE PASCO

Customer Service Professional

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OBJECTIVE

To obtain a position where excellent communication skills and advanced customer orientation will be fully utilized and allows me to improve and advance my career.

HIGHLIGHTS OF QUALIFICATIONS

- More than 3 years of experience in providing exceptional customer service
- Ability to adapt to new working situations with ease, and quick to learn all programs and procedures
- Strong attention to detail and the ability to solve problem efficiently
- Maintains high level productivity on dedicated teams as well as individually
- Proficient in Microsoft Office Programs, utilizing systems, spreadsheets, and the internet
- Excellent communication and interpersonal skills
- Fluent in English and Filipino; both oral and written

EMPLOYMENT EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Mar 2023 - Oct 2023

IGT SOLUTIONS, Pavia

- Assigned as a Subject Matter Expert in Kiwi.com website
- Called and informed passengers in case of flight disruptions/cancellations
- Assisted passengers with their online check-ins
- Ensured that all passengers are well-informed about their baggage allowance
- Utilized flight status via flightradar24 to provide accurate information
- Responded to passengers' inquiries with accurate and reliable information
- Completed each transaction in quick and professional manner
- Empathized with passengers concerns during flight disruptions/cancellations
- **AWARD:** Top Agent of the month based on employee performance and average handling time

CUSTOMER SERVICE REPRESENTATIVE

Oct 2020 - Jan 2022

IQOR ILOILO

- Assisted customers over chat with their concerns
- Responded to customers with accurate and reliable information
- Processed payments such as cash, debit, and credit
- Provided customers with information regarding their purchases
- Tracked customers' orders and dealt with giving compensation for late arrival of deliveries
- Processed customer claims and returns
- Informed customers of company policy on returning items and how to send items back
- Empathized with customers concerns
- Handled-well irate customers
- **AWARD:** Top Agent of the month based on the satisfaction rating and average handling time

ON-THE-JOB TRAINING

BANQUET SERVER

Dec 2019 - Jan 2020

DIVERSION 21, Mandurria, Iloilo City

- Worked in a diverse team of up to 10 individuals
- Performed cleaning tasks to ensure the banquet is clean and well maintained for the booked event
- Set up tables, dining rooms, and halls for various functions and special events
- Welcomed guests and directed them to their tables
- Served food and beverage efficiently and promptly to guests
- Always ready to cater to drink and food refills, and to ensure all plates are cleared from the tables
- Demonstrated good coordination skills by multi-tasking
- Ensured the banquet's cleaned and ready for next day's event

ON-BOARD TRAINING

2GO TRAVELS

ILOILO-MANILA-PALAWAN

- Helped guide guests through their dining experience
- Ensured the cabins are cleaned and sanitized before the passengers arrive
- Assisted passengers' concerns and provided information in a timely manner
- Informed passengers with disabilities and senior citizens about the safety measures in place
- Checked passengers' tickets
- Worked in the dish room and helped with ware washing

EDUCATION

BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT

Iloilo State College of Fisheries - Dingle Campus

Dingle, Iloilo Philippines | 2020

LICENSE

Non-Professional Driver's License

REFERENCES

Khen Padilla Customer Service Representative IGT Solutions - Pavia, Iloilo 09692130406	John Michael Devera Operation Expert Carelon - Iloilo City 09636666743	Randolf Ian Rojo Digital Communication Specialist HeatPressNation - Iloilo City 09178221071
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