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| heide  parado | | #19 2nd Street Brgy.Katuparan Taguig City  +639563685154  heide.parado26@gmail.com | |
| Objective To work in a dynamic organization that will contribute to my professional and personal growth while I contribute to the growth of the company as well as engage in opportunities to further the company’s goals. ExperienceSales Associate| Keywest One Intl. Corporation/Metrojobs Cubao Agency2018-2019 \*Works closely with customers to determine their needs, answer their questions about your products and recommend the right solutions. Team up with co-workers to ensure proper customer service. Customer Order Support | Alorica Alphaland2021-2022 \*Involve receiving and processing incoming orders. Providing information about a company’s special offerings and upselling related products/services, if appropriate, when engaging with customers. Customer Service Representative | Sykes Enterprise/Foundever2022-2023 \*Answer customer inquiries and provide customers with account information. Authorize service fee refunds within company guidelines. Promote use of self-service functions such as online and mobile banking. EducationSecondary | Anahaway Palo, Leyte 2011-2015 BSIT | AMA Computer College Makati2021-2022Skills | | | |
| Communication Skills  Active Listening  Flexibility | Problem solving  Teamwork  Attention to Detail | |  |
| **Heide T. Parado**  ***Applicant’s Signature*** | | | |