

Cristan Kim Xavier Lansang

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PROFESSIONAL SUMMARY

Personable information technology student and a working professional with more than two years of hard-worked experience in giving amenable and satisfactory service in the BPO industry. Can smoothly solve communication challenges while focused on surpassing expectations.

Experience

5/2021 - 10/2021

Community Manager • Blockhype

Coordinated and managed multiple crypto-communities, acting as both moderator and representative for contracted projects.

10/2019 - 5/2021

CSR • Research Analyst • Concentrix

Learned how to listen carefully to track customer interaction details in provided tools for feedback, problems, and record solutions offered.

5/2019 – 08/2019

TSR • Technical Support Representative • Teleperformance

Provided solutions. Brokedown and evaluated user problems, using test scripts, personal expertise, and probing questions.

Education

Mapua University (MAKATI) 2019-Present

Address: 333 Sen. Gil J. Puyat Ave, Makati, 1200 Metro Manila

Bachelor of Science – Information Technology

Mapua University (INTRAMUROS) 2015-2019

658 Muralla St, Intramuros, Manila, 1002 Metro Manila

Bachelor of Science – Mechanical Engineering

Notable Skills

- Adaptability
 - Creative Problem Solving
 - English Proficiency (Excellent in understanding / Proficient Speaker)
 - Tech-savvy
 - Fundamental Analysis
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