

AYOP, JANE IRISH E.

BA ENGLISH LANGUAGE STUDIES

Agora Lapanan, Coastal Road, Cagayan de Oro City | 9000

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Work Summary

Experienced Customer Service Representative (International Voice) for five months with proven ability to effectively address customer inquiries, sell services, resolve issues, and provide support via Phone.

Experience

Teleperformance Inc. (January-May 2023)

Customer Service Representative (Voice)

- Managed a high volume of inbound calls, providing prompt support to customers, and ensuring issues were resolved in a timely manner.
- Sold services and products, efficiently addressed customer inquiries, and customizing the best services to the customer's needs and wants.
- Maintained positive feedback from customers.

Landbank of the Philippines (June-July 2024)

Intern

- Assisted with daily operations and administrative tasks.
- Gained hands-on experience in banking procedures and customer service, developing a strong understanding of the financial industry.

Premium Motoren Corporation (2019)

Senior High School Work Immersion

Pueblo de Oro Business Park, Masterson Ave, Cagayan de Oro, 9000 Misamis Oriental

- Recorded and performed asset turnover ratios with Microsoft Excel
- Recorded financial transactions into organized accounts on a daily basis, and performed tagging documents received.
- Maintained accurate financial transaction records.
- Ensure spaces in the office are prepared for the next day by mopping floors, dusting surfaces, and tidying furniture.

Education

Tertiary Level / 2019-present

Central Mindanao University

Musuan, Maramag, Bukidnon

- Bachelor of Arts in English Language Studies

1st Year GWA: **1.57 (Dean's List)**

2nd Year GWA: **1.54 (Dean's List)**

3rd Year GWA: **1.64 (Dean's List)**

Skills

- Customer Service
- Communication
- Basic Computer Literacy
- Time Management
- Adaptability
- Empathy