Ayop,

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BA English Language Studies

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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)**

## Secondary Level / 2018-2019

**Southern Philippines College**

Julio Pacana Street, Licuan, Cagayan de Oro City

Academic Track - Accounting & Business Management

**Skills**

* Customer Service
* Communication
* Basic Computer Literacy
* Social Media Literate
* Time Management
* Adaptability
* Empathy