

MARIA SANTOS

Business Process Outsourcing (BPO) Call Center Agent

 maria.santos@email.com |  +63 912 345 6789

 Cebu City, Central Visayas, Philippines

 LinkedIn: [linkedin.com/in/mariasantos](https://www.linkedin.com/in/mariasantos)

PROFESSIONAL SUMMARY

Dedicated and customer-focused BPO Call Center Agent with proven experience in handling high-volume inbound and outbound calls. Skilled in customer service, problem resolution, and maintaining professional communication standards. Committed to delivering exceptional service while meeting performance metrics and quality standards.

CORE COMPETENCIES

- Customer Service Excellence - Resolving customer inquiries with patience and professionalism
 - Communication Skills - Fluent in English and Filipino with clear verbal and written communication
 - Problem Solving - Analytical approach to identifying and resolving customer issues
 - Multi-tasking - Managing multiple systems and tasks simultaneously during calls
 - Technical Proficiency - Proficient in CRM systems, Microsoft Office Suite, and call center software
 - Time Management - Meeting call handling time objectives while maintaining service quality
 - Adaptability - Quick learning of new processes, products, and system updates
-

PROFESSIONAL EXPERIENCE

Call Center Agent
ABC Solutions Inc., Cebu City
January 2022 - Present

- Handle 80-100 inbound customer service calls daily for US-based telecommunications client
- Provide technical support and billing inquiries resolution with 95% customer satisfaction rating
- Process orders, returns, and account modifications using proprietary CRM system
- Escalate complex issues to supervisors while maintaining detailed case documentation
- Consistently meet or exceed monthly KPIs including AHT, FCR, and quality scores
- Participate in ongoing training programs for product updates and process improvements

Customer Service Representative
Global Connect BPO, Cebu City
March 2020 - December 2021

- Managed customer inquiries for e-commerce platform serving international markets
- Processed refunds, exchanges, and order tracking requests via phone and email
- Maintained detailed customer interaction logs and followed up on unresolved cases
- Collaborated with team members to improve departmental efficiency and service quality

- Achieved 92% quality assurance score consistently throughout employment
-

EDUCATION

Bachelor of Science in Business Administration
University of San Carlos, Cebu City
Graduated: 2019

Relevant Coursework: Business Communication, Customer Relations Management, Information Technology

CERTIFICATIONS & TRAINING

- Customer Service Excellence Certification - Philippine Call Center Association (2022)
 - Technical Support Fundamentals - Internal Company Training (2022)
 - Quality Assurance and Compliance - BPO Industry Training (2021)
 - English Communication Enhancement - Intensive Course (2020)
-

TECHNICAL SKILLS

- CRM Platforms: Salesforce, Zendesk, ServiceNow
 - Communication Tools: Avaya, Cisco, Microsoft Teams
 - Microsoft Office Suite: Word, Excel, PowerPoint, Outlook
 - Data Entry: 45+ WPM with 99% accuracy
 - Operating Systems: Windows, basic Mac OS knowledge
-

ACHIEVEMENTS

- Employee of the Month - ABC Solutions Inc. (June 2023, November 2023)
 - Top Performer Award - Highest customer satisfaction scores Q2 2023
 - Perfect Attendance Recognition - Global Connect BPO (2021)
 - Team Leadership Recognition - Led training sessions for 5 new hires
-

LANGUAGES

- English - Fluent (Business Level)
 - Filipino - Native
 - Cebuano - Native
-

REFERENCES

Available upon request