

Gino B. Viovicente

Address: 335 Tennessee Pavillion, Sapalibutad, Angeles City

Contact number: 0927-963-7310

E-mail: ginobetita06@gmail.com



Professional Skills: Serving as a resource for Amazon sellers that are looking for help on their selling account, including issues with shipment creation and seller accounts problems. Teaching businesses about the policies of the platform and assisting them in distinct procedures. Delivering exceptional customer service and fulfilling client with the specified resolution.

PERSONAL INFORMATION

Date of Birth	:	December 06, 1997
Place of Birth	:	Angeles City
Age	:	26 Years Old
Civil Status	:	Single
Gender	:	Male
Nationality	:	Filipino
Religion	:	Iglesia ni Cristo
Height	:	5'7
Languages	:	Pampango, English, Tagalog

WORK EXPERIENCE

StevenStanley Fastfood

December 2017 – December 2019

- **McDonald's Service Crew**
Maintain cleanliness and organized workstation
provide excellent service by greeting and answering customer inquiry
Great communication

Don Pepe's Pizza (Micro Business)

February 2020 – February 2021

- **Service Crew**
Take orders over the counter
Prepare and serve food and drinks
Assembling and packaging takeaway orders

Concentrix DakshServices Philippines Corporation

October 2022 – June 2024

Amazon Selling Partner Support (Voice/Non-voice)

- **Customer Service Representative**
Answer inbound and do outbound calls
Provide exceptional customer service
Document every single call
Provides process improvements and resolving order disputes

SKILLS

Good Communication

- Speaking and Good listening

Computer Literate

- Proficient in Google Workspace and MS Teams

Adaptability

- Able to adapt to new environment

Multi-tasking

- Capacity to quickly and effectively shift attention from one job to another

Time Management

- exceptionally well-organized and punctual

• EDUCATIONAL BACKGROUND

Tertiary : City College of Angeles
Undergraduate 2021 – 2022
Angeles, Pampanga

Secondary : Senior High School
AMA Computer College Angeles Campus
P. Santos Street, Nepo Subd., Angeles City
S.Y. 2017 - 2019

Junior High School
Gov. Rafael L. Lazatin Integrated School
Angeles City, Pampanga
S.Y. 2016 – 2017

Elementary : Sapalibutad Elementary School
Angeles City, Pampanga
S.Y. 2007 – 2008

CHARACTER REFERENCE**Orlane Cabrera**

*HR – Employee and Labor Staff
Pampanga Steel MDSG. Corp.
cabreraorlane@gmail.com*

I hereby certify that the statements and information contain here is true and correct to the extent of knowledge and belief.


Gino B. Viovicente
Applicant