# CHRISTIAN SOLIVA

*CUSTOMER EXPERIENCE SPECIALIST / TECHNICAL SUPPORT SPECIALIST / DATA ANALYST*

## Contact

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## Skills

**Customer Service**
●●●●●●●○

**Video Editing**
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**Data Entry and Preprocessing**
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**Technical Support**
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## About Me

I have over two years of experience in customer-facing roles, focusing on clear communication and delivering positive experiences. I've handled financial assistance, resolved technical issues, and supported smooth retail operations. With a Bachelor's degree in Information Systems majoring in Business Analytics, I bring strong skills in data analysis, Python, R, video editing, and efficient task management.

## Education

**College**
2019-2025
*West Visayas State University*

**Highschool**
2013-2019
*Leonora S. Salapantan National High School*

## Work Experience

**TDCX Inc.**
**January 2023 - August 2023**
**Technical Support Representative**

- Resolved streaming issues to enhance user experiences, ensuring seamless entertainment enjoyment.
- Troubleshooting and providing technical assistance to streaming problems and interruptions.

**iQor Ph**
**June 30 2021 - November 3, 2022**
**Customer Service Representative**

- Customer Service for Walmart Shopping and In- Store Purchases
- Capital One Credit Cards Customer Service Representative
- (CSR2)

**IXL Solutions Philippines**
**November 15, 2020- May 22, 2021**
**Customer Service Representative**

- Customer Service Representative Role at Teleflora
- Provide best customer experience for Teleflora customer that orders flowers on their website and talk to florist.