



CHRISTIAN SOLIVA

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



Contact



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Skills

Customer Service



Video Editing



Data Entry and Preprocessing



Technical Support



About Me

I have over two years of experience in customer-facing roles, focusing on communication and customer satisfaction. At Capital One, I provided clear financial assistance. As a Technical Support Representative at Netflix, I fixed streaming issues. At Walmart, I ensured positive shopping experiences. With a Bachelor of Science in Information Systems specializing in Business Analytics, I bring strong skills in data analysis, Python, R, video editing, and efficient task management to your team.



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.

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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.