



# Hazel Baldava

Customer Service Representative


## About Me

Customer service representative with 5 years of experience in chat and voice support. Skilled in resolving issues efficiently and enhancing customer satisfaction through effective communication and problem-solving. Adaptable and passionate about delivering exceptional customer experiences.

## Contact

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## Skills

- Web Development: (e.g., HTML, CSS, JavaScript)
- Technical Support & Troubleshooting
- Active Listening
- Adaptability
- Team Collaboration

## Language

- English

## Education

**(2013 -2017)**

Junior High School  
**LAS PIÑAS EAST NATIONAL HIGH SCHOOL- TALON VILLAGE ANNEX**

**(2017 -2019)**

Senior High School  
**UNIVERSITY OF PERPETUAL HELP SYSTEM DALTA- LAS PIÑAS CAMPUS**

**(2022 -Present)**

Bachelor of Science in Computer Science  
**CAVITE STATE UNIVERSITY- BACOR CAMPUS**

## Experience

**(2019 -2020)**

**CUSTOMER SERVICE REPRESENTATIVE**

Alorica

- Communicate with both Dashers and restaurants to ensure smooth delivery experiences.
- Provide guidance on how to use the DoorDash app, troubleshoot technical issues, and resolve payment-related queries.

**(2020 -Present)**

**CUSTOMER SERVICE REPRESENTATIVE**

Concentrix

- Evaluated applications for the Canva for Education program to determine eligibility based on school credentials and teaching status.