



Hazel Baldava

Customer Service Representative

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

(2025 -Present)

PROCESS ASSOCIATES

Genpact LLC

- Helping customers resolve past-due debts in professional and compassionate manner.

(2020 -2025)

CUSTOMER SERVICE REPRESENTATIVE

Concentrix

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

(2019 -2020)

CUSTOMER SERVICE REPRESENTATIVE

Alorica

- Communicate with both Dashers and restaurants to ensure smooth delivery experiences.

About Me

Customer service representative with 6 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

 09764870858

 hazelbaldava016@gmail.com

 San Nicolas III Bacoor Cavite

Skills

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

Language

- English