



CUSTOMER SERVICE REPRESENTATIVE

JOHN MARC BALBADA

To obtain a challenging position in BPO Industry, leveraging my extensive experience and exceptional customer service skills to ensure client satisfaction, resolve issues efficiently, and contribute to the overall success of the team.



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Nivel Hills Lahug, Cebu City

EXPERIENCE

EPERFORMAX | 2023

CUSTOMER SERVICE REPRESENTATIVE

- Assist customers in tracking their shipments, ensuring accurate updates and timely resolution.
- Provide support to customers in filing rider complaints, ensuring a smooth reporting process.

TASKSEVERYDAY | 2023

TECHNICAL SUPPORT REPRESENTATIVE - BLINK

- Assisted customers with device onboarding and troubleshooting, achieving a 95% satisfaction rate.
- Managed RMA requests for damaged devices, ensuring timely resolution and clear communication with customers.

OFFICEPARTNERS360 | 2021

DATA ANALYST

- Conducts research on industrial companies to identify potential clients for product and service promotion, primarily working in a back office environment.
- Generates leads by targeting potential clients and promoting products and services through targeted sales efforts.

EDUCATION

CEBU INSTITUTE OF TECHNOLOGY 2020 - 2022

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

- Skilled in programming languages such as C, C++, and Java.
- Possesses knowledge of web development technologies such as HTML, CSS, and JavaScript.
- Experienced in designing user interfaces and user experiences (UI/UX).

APAS NATIONAL HIGH SCHOOL | 2014 - 2020

SCIENCE, TECHNOLOGY, ENGINEERING, MATHEMATICS

- Placed 1st in the English category at the 2019 Campus Journalism DSPC held at Cebu City National Science High School Gym.
- Received recognition as the Best in Photography for Media and Information Literacy in 2019.
- Graduated with honors.

TECHNICAL SKILLS

- Adobe Photoshop
- Premiere Pro
- Canva
- Microsoft Office
- Google Products
- Slack

SKILLS

- Problem Solving
- Analytical Skills
- Sales Skills
- Customer Service
- Effective Communication

REFERENCES

EWI SARMIENTO VALDEZ

Subject Matter Expert (SME)

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RICKYLE ORIGENES

Subject Matter Expert (SME)

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