

# CHRISTOPHER JOHN P. CAPIN



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Urban Decca Homes, Hernan  
Cortes St. Mandaue City, Cebu

## WORK EXPERIENCE

SR Tenoci Voice Inc.

### Customer Service Representative/Agent

Mar 2024 -  
Present

I'm offering good customer service for Zhiyun-Tech products. This I did through the response to the questions and showing technical help. Moreover, I managed diverse communication channels; kept updated knowledge about the products; maintained effective handling of complaints and also communications that were used in recording communications for quality assurance.

Foundever

### Customer Service Representative/Agent

Sep 2022 - Aug  
2023

At Foundever, I was a Customer Service Representative under Verizon Wireless/Telco Account. I was a customer service representative offering support for Verizon Wireless customers in the form of answering their questions about products, services, and billing. In addition, I could troubleshoot technical issues, resolve complaints, and ensure a pleasant customer experience.

Home Credit  
Philippines

### Sales Promoter

May 2021 - Oct  
2021

As a Sales Promoter at Home Credit Philippines my primary role is to promote Home Credit's financial products in alignment with internal policies and procedures. I actively promote HC products to customers visiting EcoTech Appliance where I was assigned by the management. And also I regularly submit sales report and feedback to my supervisor.

CompAsia  
Technology  
Philippines, Inc  
Feb 2020 - Sep  
2020

### Sales Promoter

As a Sales Promoter at CompAsia was assigned to Samsung Ayala my primary role is to promote the Trade-In/Trade-Up program for old Samsung devices and Apple. I actively engage with customers to explain the benefits of trading in their old devices for new Samsung products. Also highlighting the features and advantages of latest Samsung devices and encourage trade-ins. Also maintaining up-to-date knowledge of Samsung products and the trade-in process and ensuring all promotional activities comply with CompAsia's internal policies and procedures.

Teleperformance  
Philippines  
Sep 2022 - Aug  
2023

### Customer Service Representative/Agent

As a Customer Service Representative at Teleperformance Philippines under Globe/Telco account, my primary roles is to provide outstanding support to Globe customers. Addressing customer questions about Globe products, services, and billing. Assisting customers with troubleshooting technical issues related to their devices and services, resolving customer complaints and ensuring their concerns are addressed promptly and effectively. And accurately documenting all customer interactions and maintaining customer records.

## PROFILE

I am an introverted movie and anime watcher, who is keen on trying new technologies and listening to music. To keep myself occupied, I take up some online courses. These include the Google IT Support Professional Certificate Program by Google and Coursera. Through these classes, I learned about the programming of systems like Linux, Domain Name Systems, Command-Line Interface, and Binary codes. I also handle end-to-end customer support-from problem identification to debugging and troubleshooting.

## SKILLS

- Data Entry
- Technical Support
- Programming
- Customer Service
- Network
- Critical Thinking
- Communication Skills

## PERSONAL DETAILS

Date of Birth

January 4, 1989

Nationality

Filipino

Religion

Roman Catholic

Sex

Male

## EDUCATION

University Of Cebu  
2016-2019

### BS Information Technology

As an Information Technology undergraduate at University of Cebu Main Campus, i immersed in a comprehensive program designed to equip me with essential IT skills and knowledge, Gaining a strong foundation in programming, networking, database management, and system administration, also engaging in practical, hands-on projects and labs to apply theoretical knowledge in real-world scenarios, also developing my critical thinking and problem solving skills through coursework and collaborative projects.

## LINKS



[LinkedIn](#)



[Coursera](#)

## COURSES

GOOGLE  
Dec 2023 - Sep 2024

### Google IT Support Professional Certificate

TESDA  
Jun 2024 - Jun 2024

### SMART Android Mobile Apps Development

ACLC-AMA  
Computer Learning  
Center  
Apr 2005 - May 2005

### Microsoft Office Specialist

ACLC-AMA  
Computer Learning  
Center  
Apr 2005 - May 2005

### PC Repair and Troubleshooting

## REFERENCES

### Engr. Roger Laniba Jr.

Juanito King & Sons, Inc

**Phone:** +63 991-227-4816

### Sam Agustin

SR Tenoci Voice Inc

**Phone:** +63 993-8170-776

### Jonessa Mahinay

Optum-Health Care  
Company

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