

# LUBAYAN, KERVIN KYLE

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PETER II DASMARINAS CAVITE

## Profile Summary

Highly motivated and adaptable professional with broad experience across several fields. I have worked in operations management (Ground Crew/Supervisor), sales, and food service (Waiter/Assistant Chef). Most importantly, my experience as a Customer Service Representative in Business Process Outsourcing (BPO) has built strong skills in customer service, clear communication, and problem-solving. I am a flexible, reliable, and results-focused team member ready for new opportunities.

## Professional Skill

- Leadership
- Problem Solving
- Adaptable
- Customer Service

## Relevant Skill

- Customer Service Excellence
- Product Presentation
- Operational Efficiency
- Task Prioritization

## Education

STI Dasmarinas Cavite

2019-2023

Bachelor of Science in Business Administration (Major: Office Management)

STI Pasay - Edsa

2023-Present

Bachelor of Science in Tourism Management

## Work Experience

Alorica

July 2025-Present

- Customer Service Representative

managing customer interactions and resolving issues related to the clients they serve.

1Aviation Ground Handling (Cebu Pacific)

2022 - 2025

- Station Agent 1

Oversee the accurate loading and unloading of aircraft, ensuring the safe handling of baggage to maintain operational integrity and prevent delays.

- Baggage Master

Responsible for overseeing the safe and efficient loading and unloading of luggage for all flights.

- Duty Supervisor

responsible for the immediate, real-time success of all aircraft operations during their shift.

Frontrow International

2019 - 2022

- Sales Associate

Engaged with potential clients to introduce and sell the company's health and beauty products, focusing on benefits and personalizing pitches to meet individual needs.

Developed and maintained strong relationships with customers, providing exceptional follow-up and support to ensure satisfaction and repeat business.

## **KaFatt Kitchennete Cafe**

2016 - 2019

- **Waiter & Assistant Chef**

Developed and maintained strong relationships with customers, providing exceptional follow-up and support to ensure satisfaction and repeat business.

## **Interest**

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- Customer Service
- Managing social media presence.
- Sports