

FRANKLIN GO

09493338540
go.franklin9395@gmail.com
P. Sanchez St., Mandaue City, Cebu

Highly motivated and results-oriented professional with a proven track record of excellence in Customer Service. I am dedicated to delivering exceptional results and exceeding expectations. With a strong work ethic, a solution-focused mindset, and a dedication to continuous improvement, I am eager to bring my unique blend of skills and experience to the company to contribute to its success and make meaningful contributions.

EXPERIENCE

FRAUD ANALYST

TasksEveryday

March 2023 - March 2024

- Worked with various merchants in e-commerce industry all across the globe

EMAIL AND CHAT SUPPORT REPRESENTATIVE

Sykes Asia Incorporated

May 2020 - December 2022

- Delivering satisfactory and exceptional customer service to both customer and restaurant partners throughout UK, NZ and AU

DATA ENTRY ENCONDER

Conduent

November 2014 - September 2016

- Worked with healthcare insurance companies in the US delivering exceptional results with keen to details, efficiency and speed without compromising accuracy

SKILLS

- | | |
|------------------------------------|--|
| • Data Entry | • Adaptability and continuous learning |
| • Customer Service | • Computer Proficiency |
| • Expertise in MS Office and Excel | • Multi-tasking |

EDUCATION

BACHELOR OF BUSINESS

ADMINISTRATION

Sibonga Community College 2011 - 2013