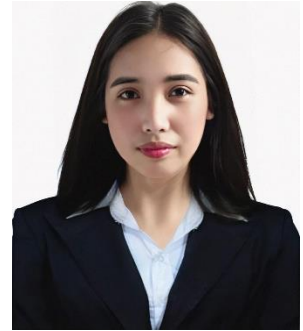


Rika Alonte Cahagna-an

24 years old / June 11,1999

1849 Receiver St. Brgy CAA, Las Pinas City

09156796178 / racflora@yahoo.com



Objective

Dedicated Customer Service Professional with knowledge of service delivery and proven multi-tasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results and I was able to solve problems quickly to retain customers and delivers high level of service in every interaction. Customer service bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills and understanding customer desires. By these things I believe that I could be a good worker on every position or work I will be

Skills

- * **Creative Problem Solving**
- * **Multi-Tasking**
- * **Hard Working**
- * **Easy Learner**

Job Experience

Royal Caribbean International - Cruise Representative

Year : November 09,2023 – Present

Dripdesk Asia Inc - Chat Support Representative

Year : October 2022 – October 2023

Sykes Asia Inc – Travel Consultant

Year : April 2022 – October 2022

Education

Tertiary : University of Perpetual Help System DALTA – Las Pinas

Bachelor of Arts and Sciences – Mass Communication – *Undergraduate*

Highschool : Immaculate Mary Montessori School – Class 2015

Elementary : CAA Elementary Scschool – Class 2011

Character Reference

Arjay M. Mutuc, *Team Leader*

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Jasp Santiago, *Team Leader*

Dripdesk Asia Inc. 09687744091

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Michael Acorda, *Support*

Royal Caribbean International

macacorda@rccl.com

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



Rika Alonte Cahagna-an

(Applicant Signature)