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Objective: To be able to be a part of a dynamic and progressive organization that offers a challenging working environment and wherein I can share my knowledge and experience and develop skills that will help in providing quality service .

Employment History

Case Manager – Concentrix -Philippines

April 25, 2019 up to present

- Check and validate daily cases of customer care officer.
- Provide resolutions and reports to aging cases of Customer care officers
- Provide follow up call back to customer that was given wrong information upon audit.
- Assist customer that request further escalation with regards to customer's issue.
- Providing daily reports on progress and accomplished cases.

Subject Matter Expert- Conduent Philippines

September 6, 2017 to April 24, 2019

- Assist Customer Service representative in providing product information.
- Provide assistance to customer complaint that requires further escalation.
- Update Customer Service representative with daily statistic record.
- Help Team leader in providing feedback to Customer service representative base on company standards.

Sports Analyst - TaskUS, Inc

December 21, 2016 to March 6, 2017

- Provides in-depth reports which have more details and analysis about the given game.
- Accurate tagging of games given by coach.
- Help the coach by providing strength and weaknesses of the opponent team.

Salesman - Quality Hypermarket Doha Qatar**July 2015 to August 2016**

- Involves in product control and management thru checking product availabilities, request and deliveries.
- Give reports on items with discrepancy to concern department.
- Make sure that all products are properly display with correct prices and ensures that expiration date of products are properly monitored.
- Helps customer make selection by building customers confidence through suggestive selling and explain promotional offers to customer.

Customer Service Assistant - Sanford Marketing Corporation**December 2009 to July 2015**

- Responsible for orientation and training of new department staff.
- Handles customer returns, refund, complaints and inquiries.
- Ensures accurate remittance of documents and cash sales to treasury department.
- Monitor tenant performance and personnel administrative.

Front- End Assistant - Super Value Inc.**April 1998 to December 2009**

- Over-all in charge of the department in absence of supervisor.
- Collate, analyze and prepare monthly reports for branch and departmental meetings.
- Monitor duties and responsibilities of staff including their attendance and performance.
- Performed other tasks in department involved in its day to day operation.

Education:**Bachelor of Science in business Administration**

Major in Management

Eulogio "Amang" Rodriguez Institute of Science and Technology

Nagtahan, Sampaloc, Manila

June 1995 - March 1999

Secondary Education

Holy Cross College

Sta. Lucia, Sta. Ana, Pampanga

June 1991 to March 1995

Primary Education

Sta. Ana Central School

Sta. Lucia, Sta. Ana, Pampanga

June 1985 to March 1991

