

SHANNEN ESGUERRA



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📍 Quezon City, Metro Manila

PROFILE

Enthusiastic being a support with a previous work as an English Tutor and Customer Service Associate. Demonstrates strong communication and problem-solving skills, offering a unique blend of technical expertise and customer support experience.

SKILLS

- Active Listening
- Adaptability
- Web Development
- Problem-Solving
- Computer Literacy
- Customer Service
- Troubleshooting
- Strong Communication
- Data Management

EXPERIENCE

ENGLISH TUTOR

YIBU Online English Training
2020 - 2021

- Teaching Chinese students to speak fluently in English.
- It is a remote work where we used a module to follow.

CUSTOMER SERVICE ASSOCIATE

Conccentrix
2022 - PRESENT

- Handling an account which is based on Food Delivery.
- Doing outbound call and chat.
- Assisting customers about their food/orders.

REFERENCE

Kathleen Rose Narcisa

Team Leader

+639457512123

Meg-Ryant Kritza Pungutan

Co-worker

+639101903612

EDUCATION

SENIOR HIGH SCHOOL

St. Francis High School - Sariaya
2018 - 2020

BS INFORMATION TECHNOLOGY WITH SPECIALIZATION IN MULTIMEDIA ARTS AND ANIMATION

National University - Manila
2020 - 2023