

Zander Luntayao

Education

Science, Technology, Engineering and Mathematics

2019-2021 | Himamaylan National High School

- High Honor Awardee
- Technocamp PPT making champion
- Member of the School Publication

Bachelor of Science in Information Technology

2022-2024 | La Consolacion College- Bacolod

Work Experience

iQor Bacolod | 2021-2024

Customer Service Phone Support

2021-2022 | WEC Energy Group

- US-based Utility account.
- Manages inbound and outbound calls.
- Provides payment options and schedules technician appointment.

Customer Service Email Support

2021-2024 | WEC Energy Group

- US-based Utility Billing Account
- Answers fax and email correspondence through interaction desktop.
- Handles general and billing concerns.

Sales Chat Support- OnlyFans

2024-2025 | Maho Agency

- Maintain active and personalized communication with subscribers.
- Upselling content, such as pay-per-view (PPV) messages, custom content, or special requests.

Skills

- **Computer Literacy** and **Software Proficiency** - Microsoft Office (Word, Excel, PowerPoint) or Google Workspace (Docs, Sheets, Slides)
- **Conflict Resolution** - De-escalating complaints and finding win-win solutions.
- **Adaptability** - Adjusting to changing customer needs and company policies.
- **Handling High Call Volume** - Managing workload efficiently without compromising quality.
- **Customer Satisfaction (CSAT)** - Maintaining high customer feedback.
- **Active Listening, Empathy & Patience** - Handling difficult customers with a calm and professional attitude.

Contact

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Bacolod City, Philippines

About Me

I'm a skilled customer service representative with a strong background in customer service and sales. My ability to engage potential clients, communicate effectively, and build rapport allows me to create meaningful connections that drive results. I am confident in my ability to contribute to your sales success.

References

James Marcus Asense

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