



AIKO ESPLANA

CONTACT

+63 960 437 1396

aikomiller21@gmail.com

63-D Don Pedro Cui St.,
Cebu City, Cebu

EDUCATION

PRIMARY

Zapatera Elementary School
2012-2013

JUNIOR HIGH SCHOOL

Zapatera National High School
2016-2017

SENIOR HIGH SCHOOL

University of Cebu
2018-2019

SKILLS

Flexibility

Time Management

Adaptability

Attention to Details

Fast Learner

Good Communication Skills

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE TECH MAHINDRA 2020-2021

Worked a SCR role in Tech Mahindra for a international retail account. Started October 2020 for a project-based contract.

- Inbound calls to assist customer with their orders (In-store or online purchase).
- Taking orders, addressing complaints, managing refunds, and handling replacements.
- Processing orders for price matching, updating addresses, managing payment methods, and addressing delivery inquiries.

CONCIERGE AGENT SOPHI OUTSOURCING INC. 2022-2024

Currently working at this company as a concierge agent. Started September 2022.

- Answer queries via email and phone regarding hotel and car reservations.
- Collaborate with other departments to provide effective solutions.
- Process and negotiate refund from hotel and booking partner.
- Provide information needed for car rental agency.
- Handled complaints calmly and professionally, and avoiding escalations at first contact.

REFERENCES

Mary Monik Faye Tomada

Virtual Administrative | Medical Assistant

Phone: 09260815270

Email: mctomada.cdu@gmail.com

Guida Louise L. Deveza

Franchise Marketing Specialist | Philippine Seven Corporation

Phone: 09606316414

Email: gldeveza@7-eleven.com.ph

Kola Jean Villamor

Team Lead | SOPHI Outsourcing Inc.

Phone: 0998 447 0368

Email: villamorkolajeans@gmail.com