A person in a suit and tie

Description automatically generated



**Amante P. Amurao jr**

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# ▼ Objective

To be part of the company where I can show my skills and abilities using the experiences I had, and secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

# ▼ Personal Info

## Age

23

## Birthdate

July 12, 2000

## Address

### Block 6A Lot 8 Ocampo St Terrassa 2 Barangay Buhay na Tubig Imus Cavite

# ▼ Experience

August 2021 – May 2022

## Customer Service Representative / Coach• Representative • Teleperformance Vertis North

Handled T-Mobile account in Vertis and Got promoted as a Subject Matter Expert after 6 months and after 2 months I got promoted as a Coach Supporting Nesting Experts.

May 2022 – January 2023

## Advanced Technical Support Representative• Representative • Concentrix Alabang

Handled AT&T and been part of Advanced Technical Support Handling calls both CSR and TECH.

March 2023 – June 01, 2024

## Customer Service Representative / Mentor \* IQOR Dasma

Handled T-Mobile Postpaid as Customer Service Representative for Inbound Calls and Became a Mentor handling Agents and improving their skills to be Production Ready, Got Upskilled for Mentor Tech to Support Agents who have been upskilled as tech.

# ▼ Education

### Cavite State University Imus Campus, Imus Cavite

* Bachelor of Science in Information Technology.

### University of Perpetual Help Molino Campus

* Information Communication Technology from Grade 11 – Grade 12

# ▼ Achievements

### T-Mobile 2024

### Best in Coaching

# ▼ Interests

### Playing Mobile Games

* Watching Netflix

### Playing Computer Games

▼ **Skills**

### Computer Skills

* Active Listening

### Empathy

* Adaptability

### Patience

* Taking Responsibility
* Persuasive Speaking Skills
* Programming Skills
* Intermediate with Microsoft Office

# ▼ Languages

### Filipino

* English

# ▼ References

### Factory Worker

Meryl Joy Bazar

09207895669

### IQor Associate Coach

John Benedict P. Amurao 0907613219

### IQor Coach/Supervisor

Marivel Mante

09531662363