

Antonio Aquino

Customer Service Specialist

For me everyday is another opportunity to learn and improve myself. I can easily adapt to any process with proper training. I always make sure that I can be part of what the company needs while expanding skills.



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Lot 143 cluster F, Bagong Nayon 1
Cogeo, Antipolo

08 February, 1990

EDUCATION

Associate in Computer Technology (ACT) STI Paranaque

06/2012 - 03/2014

Courses

- Associate in Computer Technology

WORK EXPERIENCE

Patient Rep Scheduler/Trainer WFH JCMC

11/2022 - 04/2024

Scheduling Patient's Appointment, Training and guiding new hires with the process. monitoring KPI, Handling escalations.

Customer Service Agent VXI Clark Pampanga

11/2019 - 11/2020

Assisting customer's with their concerns (settling their bill, troubleshooting, handling complaints, changing their package, upselling and etc.

Subject Matter Expert/Back of house Specialist

SM Moa, 5 Ecom Telstra

06/2017 - 01/2019

Supporting multiple teams, coaching, handling cases or tickets, submitting end of shift reports, and retention.

Sales Agent IBEX Paranaque

03/2015 - 05/2017

Assisting customer's with their concerns (settling their bill, troubleshooting, handling complaints, changing their package, upselling and etc.

Customer Service Representative/ Dealer Sales Chat Support

Teleperformance Sucat Paranaque

08/2014 - 08/2015

inbound and chat support, mostly troubleshooting mobile services and assiting customer's with billing concerns.

Graphic Artist

Jenerick International Manpower Inc.

10/2010 - 03/2010

Editing Pictures and printing pictures for applicants to be sent overseas using photoshops. Designing and creating ads for the company.

SKILLS

Proficient in communicating in both English and Filipino

Exceptional typing skills

Good in Multi-tasking

Highly knowledgeable in Microsoft Office Applications

People-oriented. Possesses the ability to be both a team player and a leader

PERSONAL INFORMATION

Date of Birth: February 8, 1990

Age: 34 years old

Religion: Roman Catholic

Gender: Male

Status: Single

CHARACTER REFERENCE

Agnes Lapira

Businesswoman Contact number: +639956418795

Brian Roi De Castro M.D.

Chairman of the Board Jenerick International Manpower Inc., Registered M.D. Contact Number: +639178621023