

# AUDIE A. CUNANAN

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## **OBJECTIVES**

To establish a long-term career in Account Management and Technical support with room for advancement and to make the most use of my skills for attaining the objectives of the firm.

## **EDUCATION**

- STI College Caloocan  
Computer Information and technology

## **TECHNICAL SKILLS**

- Identifying Process Improvements
- Promoting Additional Products and Services
- Guiding and Training Customers to Use Technology
- Teaching Customers How to Work Around Product Limitations
- Comprehending Technical Documents
- Explaining Technical Information Clearly
- Ability to Learn New Software and Hardware
- Redirecting Problems to Appropriate Resources
- Writing Clear and Concise Emails, Memos, and Reports
- Drive, self-motivation, and ability to work under own initiative.
- Utilize knowledge base articles for further assistance and support for clients.
- Troubleshoots computer hardware, software, printer, and mobile device issues.
- Utilizing in-house tools to diagnose, monitor, troubleshoot, log issues, and dispatch technicians.
- Sound knowledge and experience in supporting a range of software applications, platforms, and technologies.

## **INTERPERSONAL AND COMMUNICATION SKILLS**

- Effective communication by explaining complex ideas to the team, presenting them to a group, or resolving conflicts with colleagues.
- Interacting Calmly with Agitated Customers and building relationships, showing empathy, and working collaboratively with others
- Adaptability skills per product or application that is new and adjusting to changes in the workplace, taking on new responsibilities, and learning new skills.
- Good in Active listening by paying attention to others, asking questions, and responding appropriately.
- Great Negotiation skills in finding common ground, compromising, and reaching agreements.
- Providing excellent service, addressing customer concerns, and resolving issues
- Having an Open-mindedness by considering different perspectives, being receptive to feedback, and being willing to learn
- Team Player as I'm collaborating with colleagues on a project, supporting team members, or leading a team to achieve a common goal.
- Day to day Problem-solving skills by identifying and analyzing problems, developing creative solutions, and implementing them.

## **WORKING EXPERIENCE**

### **TECHNICAL AND BILLING CUSTOMER SUPPORT**

#### **SUTHERLAND GLOBAL SERVICES**

2016 – 2023

- Troubleshooting internet connectivity issues, such as slow internet speeds or connection drops, can help customers stay connected and productive.
- Resolving billing errors, such as incorrect charges or overbilling, can help build trust with customers and ensure that they continue to use the service.
- Providing assistance with payment methods, such as helping customers set up automatic payments or updating their billing information as this can help ensure that customers are able to pay for the service to avoid any disruptions in service.
- Answering billing-related questions, such as questions about billing cycles or fees, can help customers understand their account and feel more confident in using their availed service.
- Experience in delivering a high level of customer service.

### **CUSTOMER SERVICE SALES**

#### **PENTAGON 2 WORLDWIDE**

2010 – 2011

- Listening to customers' questions and concerns and responding in a way that makes them feel heard can pave the way forward to a solution and increase the likelihood of making a sale.
- Using strategic communication to build rapport with customers, negotiate, and exhibit professionalism.
- Solving customer problems and addressing their concerns can help build trust.
- Having in-depth knowledge of the product or service that I'm selling as this can help in answer customer questions, address their concerns, and make personalized recommendations.

### **CUSTOMER SERVICE SALES**

#### **AMBER BASE SOLUTIONS**

2006 – 2010

- Professional Customer interaction: Greeting customers in a warm, personalized way and responding to their needs quickly and effectively can enhance every customer interaction and increase the likelihood of making a sale.
- Going above and beyond Providing exceptional customer service such as offering personalized recommendations or resolving issues quickly and efficiently, can help build customer loyalty and increase sales.
- Arriving at work on time and prepared can demonstrate reliability and professionalism.
- Being optimistic and positive, even in conflict, can help diffuse tense situations and create a positive customer experience.

### **TECHNICAL SALES SPECIALIST**

#### **ONE GLOBAL CONTACT CENTER**

2006 – 2010

- Working with customers/employees to identify computer problems and advise on the solution.
- Updating self-help documents so customers/employees can try to fix problems themselves.
- Exceeded sales goals in every quarter since being hired at the company.
- Maintained positive and happy client relationships with 15 corporate customers.
- Managing unexpected situations: Being able to handle unexpected situations, such as taking over a colleague's clients with only a few days' notice, demonstrates flexibility.

## **PERSONAL BACKGROUND**

Responsible, hardworking, strong interpersonal Skills, flexible, hobbies include Camping and Travelling.