



GOMEZ, CECIL C.

Customer-focused professional with 3 years of experience in telecommunications and healthcare. Skilled in high-volume call handling, appointment scheduling, e-commerce support, and technical troubleshooting. Strong communication, problem-solving, and CRM proficiency, with a commitment to excellent service and adaptability in fast-paced environments.

Contact



0936-898-6462



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Valenzuela, Philippines

Education

Tertiary : WCC Aeronautical & Technological College - North Manila
2013-2020

- **Course** : Bachelor of Science in Tourism Management

Skills

- Email Management
- Travel Management
- Project Management
- Calendar Management
- Event Management
- Social Media Management
- Content Creation
- Data Entry
- Graphic Design
- Good Communication Skills (Oral and Written)
- Attention to detail
- Adaptability and Flexibility
- Creativity and Innovation
- Troubleshooting
- Fast Learner
- Billing

Experience



Customer Account Associate II Continuum Global 2024-2025

- Supports client accounts, like hospitals or clinics, by managing their needs, resolving issues, and ensuring they get the services or products they require. They coordinate with internal teams, keep track of account details, and help maintain strong client relationships. It's about keeping things running smoothly for healthcare partners.



Customer Account Associate VXI GLOBAL HOLDINGS B.V 2022-2024

- Helps manage client relationships and ensures they're happy with the company's services or products. They assist with tasks like answering client questions, organizing account details, coordinating with teams to meet client needs, and supporting account managers. It's a mix of customer service, organization, and teamwork.

Reference:

Name : Karen Joy Bensa
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Name: Alice Jane Torres
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I hereby certify that the information above is true and correct. I affix my signature below.


GOMEZ, CECIL CIELO.
Applicant