

CHRISTIANPAUL SANGUYO

PROFILE

I am an experienced professional with a strong background in customer service, collection and technical troubleshooting. Currently, I work as a Service Desk professional at Valorglobal, where I specialize in troubleshooting home security devices to ensure the safety and security of our clients. Previously, I worked as a Collection and Resolution Specialist at iQor, handling complex financial disputes and providing excellent customer service. My diverse experience has equipped me with the skills to effectively address customer needs and resolve issues efficiently.

ACTIVITIES AND INTERESTS

- Great food
- Philippine Army Volunteer
- Snorkeling
- Travel
- DIY's enthusiast

KEY SKILLS

- Excellent listener
- Poised under pressure
- Time Management
- Compliance Awareness
- Attention to Detail
- Data Organization
- Ability to work without supervision.

TECHNICAL SKILLS

- Intermediate in Excel (Format and Adjust data with conditional formatting, perform data calculations using formulas, organize data using sorting and filtering)

WORK EXPERIENCE

Service Desk

Valorglobal | Laguna, Philippines
2022 - Present

Currently part of the leading Home Security in U.S.A. Our focus is mainly troubleshooting devices such as control panels, window/door/motion sensors, and smoke/carbon detectors to ensure that we get signals and respond to clients immediately when situation requires it to ensure safety of our clients and their loved ones.

Collection | Resolution Specialist

iQor | Dasmariñas, Philippines
2016 – 2021

Collection specialist for Telecommunication Company located in USA. Collecting balance, educating, and engaging in financial conversation with clients so we can create payment plans that work for them. After 3 years as a collection specialist, I was assigned as a Resolution Specialist that contains escalation calls such as dispute in contracts, large amount refund, credits, complaints and threats.

EDUCATION

Bachelor of Science in Customs Administration

National College of Science and Technology
2012 – 2016 (Undergraduate)