 **CHRISTIAN RAY R. IMBOY**

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**SUMMARY**

A flexible customer service professional with over 4 years of success resolving customer concerns and inquiries. I am skilled at accurately documenting call details, preparing reports, and arranging appropriate service as well as promoting sales to increase revenue while addressing diverse issues.

**EXPERIENCE**

**Sales and Customer Care Consultant (Oct 2019 – May 2024)**

**Ibex Global Solutions**

* Handles both Residential and Small and Medium Business accounts that offer internet, phone, and TV services.
* Participated in ongoing training to broaden knowledge, acquire more skills, and improve performance.
* Used software, databases scripts, and tools during phone calls to support positive communications.

**SKILLS**

* Outstanding customer service
* Team coordination
* Administrative support
* Strong work ethic
* Microsoft office
* Effective communications
* Service-focused

**EDUCATION**

**• Graduate of Bachelor of Science in Industrial Technology Major in Hotel and Restaurant Technology (2015)**

Bohol Island State University – Tagbilaran City BOH Philippines

• GPA 1.8