CHRISTOPHER DIZON

CONTACT

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1042 10th Avenue, Unisite Subdivision, Del Pilar, City of San Fernando, Pampanga, 2000

SKILLS

- Microsoft Office: Word, Excel, Powerpoint, Office 365
- Basic knowledge on Adobe Photoshop and Adobe Premiere
- Easily learn any computer system
- Can easily adapt on any work environment

EDUCATION

Bachelor of Science in Information Technology
City College of San Fernando, Pampanga
2009-2013

LANGUAGES

English & Tagalog

OBJECTIVE

To become part of an organization where I can explore and learn new things while making a decent
contribution to the company. To utilize my customer service and food & beverage system experience to another industry

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WORK EXPERIENCE

AI Trainer

Online Helpers   February 2022 - Present

- Handle online drive-thru systems of different fast food/restaurant that are located in The United States of America.
- Serve customers their order which is the same time we are making the Artificial Inteligence memorize our step by step process and make it automated once the AI gets all the data it needs.
- Provide daily reports, like what customers always orders, average orders in a specific time and date.
- Send bug reports and send report on what specific information we got from the restaurant crew on each day.

Customer Service Supervisor

Teletech Holding Inc.   November 2020-2022

- Providing feedbacks to my experts about their strength and opportunities and how they can make it better moving forward.
- To develop self-driven and responsible experts by continuous guidelines and by helping them on improving themselves on behaviors that is most impacting on their calls.
- Sending daily and weekly reports on what does the team current standing, accomplishments and on what can improve on.

Customer Service Representative

Teletech Holding Inc.   March 2015 - 2020

- Taking in incoming and outgoing calls, assisting customer on their account regarding different reasons about their call, like billing, account changes, network issue, etc.
- Providing solution to customer issues mostly in realtime
- Making sure to provides sales options on customer transactions