



CLIFFORD D. LANTICSE

CUSTOMER SERVICE REPRESENTATIVE

SUMMARY

Dedicated Customer Service Representative with hands-on experience in delivering exceptional support and enhancing customer satisfaction. Proficient in handling inquiries, resolving complaints, and providing product knowledge while fostering positive relationships with clients. Strong communication and interpersonal skills complemented by a patient and empathetic approach to customer interactions. Demonstrating the ability to efficiently manage multiple tasks in fast-paced environments. Committed to continuous improvement and contributing to team success.

PROFILE

B13 L9 Covina St. Palmera Tierra
Monte PH3-B, Silangan, San Mateo,
Rizal

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📞 | +639108279054

SKILLS

English Communication Skill

Computer Literate

Basic Microsoft Knowledge

LANGUAGES

English

Filipino

WORK EXPERIENCE

JCA

HC Consumer Finance Philippines / January, 2017 - September, 2017
Financial/Collections

CSR

Teleprformance / November, 2017 - January, 2018
Healthcare/Project based

Collection Operator

Paloo Financing Inc. / June, 2018 - January, 2019
Collections

Collection Specialist

Second Pay Inc / May, 2019 - October, 2019
Collections/Finance. Support/SME

CSR

Vcustomer Tech Mahindra / November, 2020 - February, 2021
Retail/Project based

CSR

VXI / March, 2021 - July, 2021
Financial Account

CSR

Vcustomer Tech Mahindra / July, 2021 - September, 2023
Retail (voice&non-voice)/Telco/Retail Sales /Account Sunset

CSR

Concentrix / March, 2024 - December, 2024
Sales

EDUCATION

BSBA

Arellano University / June, 2015 - March, 2016