



# EMMA KARLA AGRABIO

## CONTACT

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Kapalong Davao del Norte

## EDUCATION

**Bachelor of Science in  
Commerce**

**Holy Cross of Davao College**

2005-2009

## SKILLS

- Communication
- Computer Literacy
- Adaptability
- Social Media Management
- Problem Solving
- Customer Service

## WORK EXPERIENCE

**MEDICAL SUPPLEMENT AGENT**

2023

As an outbound customer service agent, my primary responsibility is to proactively contact customers to offer the company's products and services. I possess exceptional verbal communication skills, a pleasant and professional phone manner, and a strong ability to build and maintain positive customer relationships. These strengths enable me to effectively engage customers, understand their needs, and deliver excellent service as an outbound service representative.

**POLITICAL SURVEY CAMPAIGN**

2022

DYNATA

I worked as a survey interviewer for a political survey campaign at Dynata, where my primary responsibility was to conduct outbound calls to collect accurate and unbiased public opinion data. I followed structured questionnaires, ensured compliance with survey guidelines, and maintained neutrality while engaging respondents. Through effective communication and active listening, I was able to build rapport, encourage participation, and accurately record responses. This role strengthened my skills in data collection, confidentiality, professionalism, and handling diverse respondents in a fast-paced survey environment.

**NON-VOICE CHAT SUPPORT**

2021

UPMARKETING

As a Non-Voice Chat Support Representative at UpMarketing, I handled customer inquiries and concerns through chat platforms in a timely and professional manner. My responsibilities included providing accurate information about products and services, resolving customer issues, and ensuring a positive customer experience without voice interaction. I maintained proper documentation of conversations, adhered to company guidelines, and demonstrated strong written communication skills, attention to detail, and multitasking abilities while managing multiple chat sessions simultaneously.

## REFERENCES

**KHINNA PINO**

RBKI/BOO

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