**EMMANUEL V. MILITANTE**

**Bacolod City, Philippines 6100**

**Contact #: 09610441201**

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**Customer Service and Technical Support Specialist with 2 years+ in Banking, Technical + Sales and Telecommunications Experience**

**WORK EXPERIENCE:**

***ARB Call Facilities Inc. (2020 - 2020)***

Customer Service Representative for Loan Services

● Assisted customers for loan applications

● Handle outbound calls for eligibility check

● Provide information and processing loan agreements

***Ubiquity Global Services (2020 - 2021)***

Customer Service Representative for Bank Account

● Provide exemplary customer service support for bank clients

● Handle incoming calls for bank transactions and concerns

● Effectively collaborate with client in resolving bank disputes and transactions

● Documented client’s account information provided including results of the call

● Assist clients with credit line inquiries and account education

***CONCENTRIX (2021-2022)***

Technical Support + Sales

● Assisted consumers for basic technical support and troubleshooting for current and previous device releases

● Provide the customer on usage and features of the products and selling upgraded products and services

● Appointment scheduling for device repairs and replacements

***IQOR Talisay - RMS Collect Phils. (2023 - 2024)***

Customer Service Representative and Tier 2 Technical Support for a Telco account with Sales

● Assisting consumers of the service widely around the US and solving their device issues by troubleshooting.

● Educating consumers about the internet plan, benefits, data usage and selling them gadgets with bundle packages of service.

● Documenting what troubleshooting steps that was done throughout the interaction

**EDUCATION**

University of Negros Occidental - Recoletos (Bachelor of Science in Criminology)

School Year (2019-2020)

**LANGUAGES**: English, Tagalog, Hiligaynon

**SKILLS AND EXPERTISE:**

● CRM Management

● Appointment Setting and Calendar Management

● Data Management

● Cold Calling

● Technical Support and Customer Service

● Excellent Verbal and Written Communication Skills

● Proficient in MS, Google or related software