



JANINE ANN LOPEZ

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- 📍 022. Pc Reservation.
General Santos City

SKILLS

- Patience and Empathy
- Problem-Solving
- Active Listening
- Adaptability
- Positive Attitude

LANGUAGE

- English
- Filipino

ABOUT ME

I am a dedicated and enthusiastic individual with a passion and a background as a Customer Service Representative. I bring a unique blend of skills and perspectives to everything I do. thrive in environments that challenge me to grow and innovate and approach each opportunity with creativity, attention to detail, and a commitment to excellence.

EDUCATION

Golden State College

Bachelor of Science in Criminology
2021-2022

Villamor College of Business and Arts

Humanities and Social Sciences
2019-2021

Dadiangas North High School

2016-2019

REFERENCE

Ivan Rey Pandoy

CTC BPO

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WORK EXPERIENCE

J&E BPO 9/21 - 03/23

(Customer Service/Sales Representative)

- Engaged with customers via phone to address inquiries, resolve issues, and provide product or service information.
- Demonstrated excellent communication skills by actively listening to customers, empathizing with their concerns, and providing clear and helpful responses.
- Handled a high volume of incoming calls and messages while maintaining a professional and courteous demeanor at all times

One Tango Digital 02/20 –6/21

(Customer Service/Sales Representative)

- Resolved customer complaints and escalated issues to supervisors or management as needed, demonstrating problem-solving skills and conflict resolution techniques.
- Gave customer the correct advice, and after understanding their needs, upsold services and turned objections into sales opportunities.
- Creating prospects and tells to the clients what we do, what we can provide throughout their warranties on their vehicle.
- Doing business to business process

Mi' Grande Pizza Polomolok 12/19 - 01/20

Waitress/Cashier

- Delivered exceptional customer service in a high-volume setting, addressing diverse customer needs and inquiries promptly.
- Greet customers when they walk through the door and ask if they need assistance.
- Place special orders for customers who can't find what they need in the store
- Process customers' orders and generate their bills