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# WOrk Experience

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| May 2021 – JUNE 2022Technical support advisor (apple account/chat), concentrix* Assisting customers through chat with their Apple device’s concerns (iPhone, iTouch, iPad, and Apple Watch), by troubleshooting both hardware and software issues
* Process refund for customers whom had issues with their subscriptions and purchases through Apple’s App Store
* Rerouting chats to appropriate departments
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| October 2020 – March 2021Technical support advisor (samsung account/voice), concentrix* Inbound and outbound calls
* Assisting customers in troubleshooting their software issues with their Samsung devices and appliances such as Samsung phones, tablet, smart air conditioner, smart washing machine, and all other Samsung smart home appliances
* Assisting customers in setting up their Samsung smart home
* Rerouting misrouted calls to correct departments

february 2020 – october 2020CUSTOMER SERVICE REPRESENTATIVE, SEQUENTIAL TECHNOLOGY INTERNATIONAL* Inbound and outbound calls
* Assisting customers in requesting internet and cellular services, and promotions provided by AT&T
* Accepting payments for AT&T products and services
* Coordinating with other banks with regards to unfreezing credits
* Refunding payments from unintended service purchase or unsatisfactory experience with AT&T products and services
* Utilizing ExpressPay in checking payment activities
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# Education

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| May 2019bachelor of science in hotel and restaurant management (graduate), asian school of hospitality arts* Certificate of Officer in Student Council 1st Representative in Asian School of Hospitality Arts 2015
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# Skills

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| * Utilization of call center tools such as Citrix Telegence, CRM, Order Tracker, ExpressPay, Avaya, Core
* Good English communication skills – writing, reading, and speaking
 | * English as a Second Language (ESL tutor)
* Good negotiation skills
* Customer oriented, highly organized, multitasker, critical thinker
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