





Joy Sumalpong

 Customer Service Representative  24 years old




Objective

Highly dedicated Customer Service Representative with a year of experience handling inbound and outbound call, managing email and maintaining client satisfaction. Has passion for advancing knowledge and drive to go beyond expectations.

Technical skills

- Proficient in Microsoft Office and Google Tools.
- Knowledgeable in handling Salesforce and Zendesk.
- Ability to organize data on the platform instructed.

Contact

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-  Purok 4, Barangay Bulod, Tubod, Lanao del Norte

References

Available upon request.

WORK EXPERIENCE

- ▶ **Customer Service Representative**
Telus international Philippines, Taguig, Manila
2021-2022
 - Handled inbound calls for transportation and logistics support
 - Assigned in outbound calling to provide callbacks and extra assistance needed by clients.
 - Gained multiple awards for monthly best call handling rating
- ▶ **Customer Service Representative**
Teleperformance Philippines, Cagayan de Oro City, 2021 - 2021
 - Handled inbound and minimal outbound calls for any clients concerns on the product.
 - Trained in promoting products and sales

EDUCATION

- ▶ **Bachelor of Arts in Communication**
Adamson University, 2015-2021

CERTIFICATE

- ▶ **Career Service Passer**
Professional Exam, August 2023