

Ken Sardius T. Tuazon

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EDUCATION:

SENIOR HIGH SCHOOL

BUTING HIGH SCHOOL -
BUTING, PASIG CITY S.Y.
2020 - 2022

SKILLS:

- Customer Service Excellence
- Computer Literacy
- Contractual Training
- Communication Skills
- Problem-Solving
- Multitasking
- Team Collaboration
- Conflict Resolution
- Facilitation Skills

SUMMARY:

Customer Service Representative with experience supporting logistics, hotel reservation, and healthcare accounts. Skilled in resolving customer concerns, coordinating time-sensitive requests, and delivering accurate information. Known for strong communication, problem-solving, and a customer-first approach.

EXPERIENCE:

CONCENTRIX — CUSTOMER SERVICE REPRESENTATIVE - JUNE 2022 – JULY 2023

- Supported logistics and hotel reservation customer inquiries.
- Provided accurate assistance in fast-paced environments.
- Resolved concerns with empathy and professionalism.
- Handled documentation and system-based tasks.
- Adapted quickly across multiple LOBs.

OPTUM GLOBAL SOLUTIONS — CUSTOMER SERVICE REPRESENTATIVE / CONTRACTUAL TRAINER - AUGUST 2023 – JUNE 3, 2026

- Handled benefit inquiries and account concerns across two LOBs.
- Served as a contractual trainer for new hire process readiness.
- Facilitated coaching, skill-building, and knowledge reinforcement.
- Demonstrated strong product knowledge for fast resolutions.
- Consistently met KPIs with a customer-focused mindset.