



KENT JEZON KINAZO

KENTJEZONKINAZO123@GMAIL.COM



PROFILE INFO

To work in a company with values for continuous learning and a friendly team environment. To serve the company with the best of my knowledge and skills where I can achieve excellent opportunities and career development



WORK EXPERIENCE



Catering Service Crew

2018-2019

- Raphael's Boneless Letchon
- RC Martinez
- Toto Alcano Events



Teleperformance

2019 - 2020

Customer Support Representative
Healthcare | Comcast

- Assisting customer with their billing issues.
- Provides customer with technical resolutions.
- Tasked to make amendments for customer mobility services.
- Works closely in retaining customers



Concentrix

2020 - 2023

Subject-Matter Expert
Amazon | AT&T

- Provides aid to Customer Service Representatives in providing suitable resolutions to customers' issues
- take a supervisory call to provide the correct resolution to customers
- train the newly hired agents in providing suitable resolutions for customers' inquiries
- process administrative task (create and update)



MY REFERENCE

SEDE MAE CUJARDO

TEAM LEADER | MANAGER
+639-87534-5907

ABBY GAIL

TEAM LEADER | MANAGER
+639-84751-2384



CONTACT



Phone

+639-63146-5540



Email

kentjezonkinazo123@gmail.com



Address

Davao City, Philippines



EDUCATION



2020-2023

Davao Doctors College



SKILLS

- Writing Analytical Thinking
- Social Media Management
- Web Research
- Calendar Management
- Inbox Management