



Kim Paulo C. Banaag

Experience

Contact

Phone

+639958364351

Email

kpbanaag15@gmail.com

Address

Sampaguita Village, Brgy.
Inocencio Trece Martires City,
Cavite

Education

2007-2011

Secondary

TMC National High School

2014-2015

BS Computer Science

Pateros Technological College

Reference

Charlota Icamen-Velasco

Sourcing Specialist

Phone: 09453357057

Alvin Zabala

Virtual Assistant

Phone: 09561696941

Yuness Navarro

Team Manager

Phone: 09278124170

March - September 2016

Iqor Philippines | Dasmariñas City Cavite

Telco - Customer Service Representative

Provides assistance for U.S based Telco customers via phone. General customer service. Technical, billing, purchasing, upgrading plans, etc. And some outbound skills for upselling.

September 2016 - June 2017

Alorica | Kalayaan Ave. Makati City

Online retail company - Customer Service Representative

Assisting customers regarding their online grocery orders based in the UK. Handles updating order status, providing item information, coordinating with physical stores, managing accounts, billing, handling vouchers, and communicating via email for follow-ups.

September 2017 - June 2020

Intelnet Global Services | West Mckinley Taguig City

Healthcare Account - SME/Data Entry/ CSR

Supports a Canada-based company that produces a variety of orthopedic products for rehabilitation, pain management, and physical therapy. Assists Doctors, sales representatives, Orthopaedic clinics, Hospitals, Medical companies, Insurance companies, and patients with product information, applications, and sales orders. Entering and tracking orders via phone call, email, and fax. Got promoted as a Subject Matter Expert, and was a Flex Trainer for 6 months.

August 2020 - April 2022

Valor Global | West Mckinley Taguig City

Streaming Platform - CSR/TSR - Chat Support

CSR/TSR for a US-based streaming company. Provides general information about the app. contents, product plans and pricing. Assists users with technical issues, device compatibilities, troubleshooting problems, etc. Also provides billing information, pricing, and a bit of upselling. Also became a coach/mentor for new hires.

April 2022 - April 2023

Concentrix | BGC Taguig City

Social media platform - CSR/TSR - Chat Support

Assists US-based company with Global users with suspensions, lockage, and disabling of their social media accounts. Also provides information about the application's terms of use. And help them regain access / reactivate their accounts if possible.