



# LOUIS JANE CEPEDA

## Customer Service

### Profile

Experienced Customer Service Representative with a strong background in providing excellent phone support and ensuring customer satisfaction. Skilled in handling inquiries, resolving issues, and building positive relationships with clients. Proven ability to multitask, collaborate effectively with teams, and meet performance targets. I am currently excelling as an Appointment Setter at Main Street Finance Group, leveraging communication and organizational skills to drive business growth and client engagement.

+63 977 079 1134

louisjanec@gmail.com

Bacolod City, Philippines 6100

### Work Experience

2019

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2020

#### Warlen Industrial Sales Corp.

OJT Trainee

- Shadow experienced professionals in financial and front desk
- Manage job orders and filing
- Participate in meetings, workshops, and other learning opportunities to enhance skills and knowledge.

2020

-

2023

#### Ubiquity Global Careers

Customer Service Representative

- Inbound and Outbound Calls
- Incident Tickets Management

2023

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2024

#### Talentpop

Customer Support/VA

- customer support through Gorgias, RichPanel and Shopify
- Marketing Reach outs
- Tracking Inventory
- General Admin Tasks

2023

-

2024

#### Main Street Finance Group

Appointment Setter

- Conduct outbound calls to potential customers to introduce business financial
- Maintain accurate records of interactions and leads in the CRM system
- Collaborate with the sales and marketing teams to optimize lead generation strategies.

### Education

**Bachelor of Science in Management Accounting**  
Carlos Hilado Memorial State University  
2020-2022

**Computer Systems Servicing NC II**  
TESDA  
2021-2022

### Expertise

Administrative Skills  
Customer Satisfaction  
Appointment Setting  
SALES  
ADAPTABILITY  
TEAM PLAYER

### Language

English

Filipino

### References

**Edmarie Mirasol**  
Ubiquity / Team Lead

Phone: 09292887350

**Lance Sasi**  
TFI TESDA Focal

Phone: 09086986696