



Mark Xylon Q. Santos

Seek a challenging position wherein the education and experiences that I have can be applied to competitive company, and be able to gain and share more knowledge.

Contact

Phone

09652671963

Email

marksantos380@gmail.com

Experience

2017 - 2021

Sutherland Global Services | Jose Abad Santos Ave, Clark Freeport, Angeles, Pampanga

Technical Support Representative

Identifies, investigates, and resolves users problems with computer software and hardware. Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.

2021 - 2022

TTEC | 10th Floor Harbor Drive cor. Palm Coast Avenue Mall of Asia Pasay City 1300

Customer Service Representative

I Fields support calls, chat, email, and/or other communication from users of our app and provide assistance for people who are checking-in, making reservations, rebooking a flight, and checking in baggage.

2022 - 2023

Digital Room LLC | 2nd Level BPO Seats, MarQueue Mall, Metro Supermarket, Pulung Maragul, Angeles City, Pampanga

Chat Support Representative

Handling customer queries on Web Chat and emails. Educate current and potential customers with product and service information. Maintain accurate customer records. Identify and escalate priority issues to the Team Leader and Ops Team. And process minor editing for customer printing needs using Adobe Acrobat and Adobe Photoshop.

Personal

Date of birth

23-01-1996

Nationality

Filipino

Address

1144 purok 3 San Pedro
Minalin, Pampanga

Education

2002 - 2008

Primary :

L'altra Montessori School Inc.

2008 - 2012

Secondary:

J.F.Kuzma School Inc.

2008 - 2012

College of our Lady Mt. Carmel, DUALTECH Training System

Consumer Electronics Servicing NCII

Expertise

- Microsoft Word Excel
- Adobe Photoshop
- Adobe Acrobat
- Adobe Illustrator

Language

English

Tagalog

Reference

Mr. Adolfo Alvendia Jr.

Shift in Charge / Supervisor

Sutherland Global Services

Phone: 0932-888-1041

Mr. William Canlas

Shift in Charge / Supervisor

TTEC

Phone: 0926-774-0784