



MARK EBRADO

CUSTOMER SERVICE
REPRESENTATIVE

Contact

51- G Lower San Roque,
Bulacao, Cebu, City PH

0933 578 0251

amatmarko@gmail.com

Skills

Project Management



Problem Solving



Creativity



Leadership



About Me

Strong communicator who builds client trust with persuasive language and unwavering customer support attitude. Dedicated Customer Service Professional with practiced interactive skills to deliver premium customer service to clients

Education

**Bachelor of Science in Information
Technology**

2009 - 2013

Salazar Institute of Technology

Work Experience

WIPRO BPO LTD. (Best Buy)

2015 - 2019

Customer Service Representative

- Working with the wider development team.
- Back Office - Chat, Emails and Outbound
- Account Maintenance Billing and Renewal Representative

**COGNIZANT SOLUTIONS PHILIPPINES
(Papa John's Intl)**

2020 - 2024

Customer Service Representative

- Account Maintenance
- Email, Chat, Inbound/Outbound calls
- Creating Ticket for Escalation