



NHER ABILES

CUSTOMER SERVICE REPRESENTATIVE

CAREER OBJECTIVES

To gain experience in the business as well as to apply skills and knowledge I gained on my education.

To enhance my skills and learn more.

To be able to work in a career oriented and challenging environment that promotes personal growth, and uplifts professional development

WORK EXPERIENCE

- **IBEX - Walmart Delivery Support**
October 2023 - January 2024

Responsible for providing fast and effective resolution for the driver's concern with their Walmart Delivery app.

- Engages directly
- Multitask effectively
- Asks Direct Relevant Questions
- Provides fast and effortless solution

- **IQOR (T-Mobile For Business) Customer Service Representative**
January 2023 - September 2023

Responsible for providing clarification and awesome resolution for the business customer's concern with their T-mobile account.

- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Was assigned to be CSAT Driver.
- With certificate of Lowest C&A Rate 317.65%.
- With certificate of Top 3 Account Expert with an average of 106.48%.

CONTACT

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EDUCATION

- **2013 - 2017**
Electrical Installation Management & Information communication Technologies
Balibago National High School
- **2017 - 2019**
General Academic Strand
Colegio de Santa Rosa de Lima Incorporated.

SKILLS

- Communication
- Negotiation
- Time Management
- Product Knowledge
- Problem Solving



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WORK EXPERIENCE

- **Teletech (Revolut) -
Customer Service Representative**
June 2022 - November 2022

Responsible for providing clarification and outstanding resolution for the customer's concern with their Revolut account.

- Engages proactively
- Multitask effectively
- Asks Direct Relevant Questions Understands
- Trigger Statements
- Provides clarification and long term resolution

- **Nick's Photography - Photo
Editor**
March 2015 - March 2017

Responsible for enhancing photos, and videos using Adobe and interacting with clients with their perspectives on how the product should look likes.

- Assign projects to co-workers and keep track of the deadlines
- Review photos, edit and make necessary changes
- Stay up to date with Adobe Photoshop and Adobe Premiere
- Outside of the box resolution
- 6 times employee of the month