

# Paul Eidelbert Catindig

## Customer Service Representative

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Sta. Catalina, Binalonan, Pangasinan, 2436, Philippines



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## SUMMARY

Detail-oriented IT graduate with 2 years of experience in customer service and support roles. Skilled in troubleshooting technical issues, managing client inquiries, and delivering high-quality service in fast-paced environments. Adept at using CRM tools, documenting user feedback, and collaborating with cross-functional teams to improve system performance and customer satisfaction. Known for strong communication, problem-solving, and a proactive approach to resolving technical and user-related concerns. Eager to apply IT knowledge and service experience to roles in tech support, helpdesk operations, or systems administration.

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## WORK EXPERIENCE

Teleperformance  
2023 - Present

### Customer Service Representative

Dedicated and empathetic professional with proven experience delivering exceptional customer support in fast-paced environments. Skilled in resolving inquiries, managing complaints, and fostering customer loyalty through clear communication and problem-solving. Adept at using CRM systems, handling high call volumes, and collaborating with cross-functional teams to enhance service quality and customer satisfaction.

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## EDUCATION

Pangasinan State  
University  
2018 - 2023

### Bachelor of Science in Information Technology

Focused on software development, network administration, database management, and IT support. Completed hands-on projects in web development, systems analysis, and cybersecurity. Gained practical experience in troubleshooting, technical documentation, and collaborative problem-solving.

Phinma Upang  
2016 - 2018

### Technical Vocational - Information Technology

Completed intensive training in computer systems, software applications, and basic programming. Gained hands-on experience in hardware troubleshooting, network setup, and IT support. Developed practical skills in Microsoft Office, web design, and database management using tools like MySQL and HTML/CSS.

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## SKILLS

Hardware & Software Troubleshooting  
Web Development  
Active Listening  
Multitasking  
Verbal & Written Communication  
Team Collaboration  
Empathy & Patience

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## REFERENCES

### Lee Angel Ranzhez

Teleperformance / Team Leader

Email : LeeAngel.Ranchez@teleperformance.com