



SUMMARY

A highly motivated and determined individual with 9 years of working experience in the BPO industry handled various roles like Customer Service, Technical Support, and Support Roles including Assistant Coach. Results driven, a team player.

EDUCATION

Don Honorio Ventura Technological State University

Bachelor's Degree in Secondary Education
Major in English
2015

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented
- Able to multitask effectively
- Has knowledge using Google Tools and Microsoft Tools (Word, Excel, Power Point)

PROFESSIONAL EXPERIENCE

Assistant Coach

IQor Freeport | October 2022 - Present

- Assisting and answering agents' inquiries and taking escalation calls.

Team of Experts

IQor SM Clark | January 2022 - October 2022

- Handled billing, account management and technical/troubleshooting calls.

Metro by T-Mobile

RMS, an IQor Company | November 2017 - August 2021

- Handled billing, account management and technical/troubleshooting calls.

DirectTV

CONCENTRIX | June 2016 - November 2017

- Been a part of Nesting Support Team.
- Handled billing, account management and technical/troubleshooting calls.

HughesNet

SUTHERLAND CLARK | May 2015 - June 2016

- Handled Order Management, Billing and Account Management.
- Handled technical and troubleshooting calls.