



Christian Soringa

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SUMMARY

Personable and dedicated customer service representative with extensive experience in bpo industry. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialising in quality, speed and process optimisation. Articulate, enthusiastic and results-orientated with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

SKILLS

- Telesales techniques
- Customer needs analysis
- Demonstrated cultural awareness, empathy and compassion when collaborating with people from different cultures.
- Negotiation techniques
- Team leadership and motivation
- Commitment to excellence
- Complaint handling and resolution
- Rapport building
- Multi-tasking
- Adaptive team player
- Product knowledge
- Relationship management
- Energetic work ethic
- Email administration
- Courtesy etiquette
- Live chat support
- Pressure handling
- Emotional intelligence

EXPERIENCE

08/2022 - 05/2023

Customer Service Representative

Concentrix | cebu, philippines

As a customer service representative for an airline account, I engage in dynamic roles such as addressing inquiries and assisting passengers with travel requirements. This role requires adeptly navigating diverse scenarios and applying robust communication and problem-solving skills to deliver exceptional service. Engaging in this stimulating role is pivotal in fostering positive customer experiences, with a profound comprehension of the multifaceted nature of the business process outsourcing (BPO) industry, I have developed a comprehensive expertise in its operational intricacies, global trends, and best practices. My in-depth understanding encompasses various facets of BPO, including customer service, technical support, back-office operations, and knowledge process outsourcing. This knowledge has been honed through extensive industry experience and a continuous pursuit of staying abreast of the latest developments and innovations within the BPO landscape. My expertise extends to encompassing a nuanced understanding of the critical factors that drive success within the BPO sector, such as operational efficiency, quality management, client relationship management, and the integration of technology to optimize processes. Furthermore, my knowledge encompasses the diverse operational models and strategies employed in BPO, including onshore, nearshore, and offshore outsourcing, as well as the evolving dynamics of the global workforce and the impact of digital transformation on BPO services.

EDUCATION

University of Cebu | Cebu City

Bachelor of Arts: Psychology

Completing four semesters in college while simultaneously managing work commitments was a true test of my time management and multitasking abilities. Balancing academic demands with work responsibilities required meticulous planning and unwavering dedication. Late nights of studying after a full day of work became the norm, but the sense of accomplishment when submitting assignments and excelling at work made it all worthwhile. This experience taught me the importance of prioritization and perseverance, and it instilled in me a deep sense of resilience. Despite the challenges, the experience also brought valuable rewards. It provided me with a profound sense of personal growth and self-discipline. Successfully managing both academic and professional pursuits not only enhanced my time management skills but also boosted my self-confidence and determination. The ability to navigate through such a demanding schedule while maintaining a strong academic performance and excelling in the workplace was incredibly empowering.