



Jethro Caburnay Embalzado

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OBJECTIVES

With the ability to innovate, learn new skills, work passionately, generating new ideas and radiate optimistic plans for the betterment of your company. It is my greatest privilege to permeate my expertise and knowledge with foment to thoroughly show the full value of my loyalty and commitment.

EDUCATIONAL BACKGROUND

Senior High School

Saint Catherine's College
Carcar City Cebu
2016 - 2019

Secondary

Sibonga National Highschool
Poblacion Sibonga, Cebu
2012 - 2016

Elementary

Carcar Central Elementary School
P. Nellas Street Carcar City, Cebu
2006 – 2012

MEMBERSHIPS

Member, College of Extra Curriculum (EC) Department
of Extra Curriculum
Saint Catherine's College Carcar City Cebu
Member, 2016-2019

Member, President of Full Force Club
Department of Dance Club
Saint Catherine's College
Member, 2016-2019

WORK / JOB EXPERIENCES

Sykes Asia Group (Sitel Group)

Customer Service Representative (Inbound/Outbound)
Hotels, Car rentals, Cruise, Airline ticketing (Project-based)
August 28, 2020 - February 15, 2022

Concentrix

Customer Service Representative (Inbound/Outbound)
Sprint T-Mobile (Telecom) Hard-selling
March 14, 2022 – November 20, 2022

Alfa Business Solutions

Technical Service Support (Blended Account)
Blink (Security Camera)
March 14, 2023 - November 11, 2023

411 BPO Local

Appointment Setter
Health insurance
November 29, 2023 - April 28, 2024

Specific Duties and Responsibilities:

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- **Hard selling**
 - **Assisting the customers with caring, respect and fairness that they deserve as we offer the best service that we can give.**
 - **Politely answer inbound/outbound calls and respond to customer inquiries in a timely manner.**
 - **Provide personalized customer service by responding to the needs of customers.**
 - **Educate customers about the product.**

PERSONAL DATA

Age: 24 years old
Date of Birth: August 05, 2000
Citizenship: Filipino
Status: Single
Height : 5'6"
Weight: 89 kgs.
Religion: Christian Catholic
Parents: Father: Edgar Embalzado
Mother (maiden): Leonida Suarez Caburnay

Skills: Ability to communicate well in English, expert in handling Customer Service. Can work without supervision and good in handling irate customers. Also I'm flexible at all times .

I hereby attest that all information stipulated in this paper is true and correct.

JETHRO C. EMBALZADO
Applicant