



JASON JEROME ROBINSON

PROFILE

An experienced call center agent with over a year of dedicated service in a fast-paced customer service environment. I possess strong communication skills, both verbal and written, and can effectively handle a high volume of calls daily while ensuring customer satisfaction. My goal is to continue providing exceptional customer service and contribute to the overall success of the company by utilizing my skills and experience to the best of my capabilities.

CONTACT

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Deo City Condominiums, Sacsac,
Consolacion, Cebu 6000

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

APRIL 2021 - DECEMBER 2021 (QUALFON - RETAIL)

- My responsibilities were to receive outbound calls and to assist customers with their concerns regarding their orders, complaints and general feedback with the company. I was promoted to Floor Support after 5 months of taking in calls and was promoted once again to Team Lead after 2 weeks.

CUSTOMER SERVICE REPRESENTATIVE

OCTOBER 2023 - DECEMBER 2023 (ALORICA - TELCO)

- As part of the retention department, my tasks were to receive outbound calls of customers who call in to cancel their accounts. We had to find a way to lower their monthly bill or to find a service plan that suits their needs while pitching a sale to the customer at the same time.

CUSTOMER SERVICE REPRESENTATIVE

FEBRUARY 2024 - PRESENT (CONCENTRIX - TECHNICAL)

- My responsibilities were to assist customers with issues they were facing with their services (Internet, Cable, Landline). We also needed to incorporate selling the company's mobile services throughout our interactions with customers.

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

NEGROS ORIENTAL STATE UNIVERSITY, DUMAGUETE CITY

JUNE 2017 - JUNE 2023

UNDERGRADUATE

KEY SKILLS AND CHARACTERISTICS

- Strong interpersonal & communication skills
- MS Office
- WPM: 50
- Ability to work collaboratively as part of a team
- Problem Solving and Leadership skills
- Poised under pressure
- Attention to detail and Excellent Organizational Skills