



MARK KENNETH LABADORIAL

📍 Carcar City, Philippines 6000

☎ +639212353492

✉ kennethy1698@yahoo.com

SUMMARY

1. To share my experience and my education that will help the company meet and surpass its goals.
2. To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.
3. To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

EXPERIENCE

CUSTOMER SERVICE ASSOCIATE, 09/2022 - 05/2023

EXL Cebu, IT Park Lahug, Cebu City

- Provided an extensive background on product specifications, usability, prices and other details when requested by customers.
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.
- Established warm and friendly rapport whilst interacting with customers by phone, email and on live chat.
- Resolved customer queries over phone and by email.

CUSTOMER SERVICE REPRESENTATIVE, 09/2020 - 09/2022

Teleperformance Cebu, IT Park Lahug, Cebu City

- Assisted customers with product-related questions, feedback and complaints.
- Processed and issued product orders and service upgrades for customers.
- Addressed customer service enquires quickly and accurately.
- Maximised customer satisfaction by resolving service issues promptly.

SKILLS

- Average in typing skills.
- Capable of speaking English, tagalog and visayan.
- Ability to work independently as part of the team.
- Able to generate good working relations towards client/customers, management and co-employees.
- Object oriented in MS Office applications such as MS Word, Excel, Powerpoint and Publisher.

EDUCATION

Datamex Institute of Technology, Carcar City, Cebu, 01/2016 - 03/2017

Diploma of Higher Education: Diploma in Information Technology

Carcar Central National High School, Carcar City, Cebu, 01/2013 - 03/2014
Graduated (High School)

Upland Elementary School, Carcar City, Cebu, 01/2009 - 03/2010
Graduated (Elementary Level)

REFERENCES

- Mithfel Suaso
- Quality Officer
- TDCX Cebu
- 09234515761
- Maureen Base
- Quality Analyst
- EXL Cebu Phil
- 09812452097