

# ALJHON ALUMBRO ZUNIEGA

## CONTACT

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## PROFILE

I am flexible, organized, self-motivated, reliable, responsible and hard-working person. I am mature team worker and can adapt to challenging situations. I am able to work under pressure and adhere to strict deadlines. I am a good communicator with proven interpersonal skills and I am used to working in a team while also being capable of using own initiative.

## KEY SKILLS

- \*Interpersonal
- \*Time Management
- \*Customer Service
- \*Communication
- \*Problem Solving
- \*Adaptability

## EDUCATION

### Visayas State University

2008 -2012

Bachelor of Science in Computer Science (undergraduate)

## WORK EXPERIENCE

### TTEC – Customer Service Representative

May 2024 - October 2024 (David Ceballos)

- Take inbound calls for a telco account(Verizon)
- Partly sales

### Dyninno, Inc. – Customer Service Representative

October 2023 – December 2023 (Jade Ceballos - 09456444650)

- Sales Account
- Taking inbound and outbound calls
- Help callers to book flights anywhere in the world

### EXL, Inc. - Customer Service Representative

December 2022 – August 2023 (Pamela Joy Gillo - 09152062499)

- US Insurance Account (All-State Insurance)
- Taking inbound calls
- Record the “FNOL” for the insured to file a claim

### Accenture, Inc. - Customer Service Representative

February 2021 – April 2022 (Mercy Melon - 09182649190)

- US Telco Account (Verizon)
- Taking inbound calls
- Mainly assist callers with technical issues and only sell when customer asked to buy

### Eperformax Contact Centers - Customer Service Representative

January 2019 – February 2020 (Lovely Jhoy Gomez - 9690621366)

- eBay Selling Account
- Taking inbound calls
- Mainly assists sellers of eBay with their selling concerns or technical issues with their account.

### Convergys – Customer Service Representative

February 2018 – May 2018 (N/A)

- US Telco Account (AT&T and Direct TV)
- Taking inbound calls
- Answer inquiries about AT&T and Direct TV concerns

### Intelenet Global, Inc. - Customer Service Representative

December 2015 – January 2018 (Greg Atento - 09667987036)

- Hotel Reservations Account (Hilton Hotels and Resorts)
- Taking inbound calls
- Assist callers in booking/canceling hotel reservations