



Full Name: **Maria Crystal Tuñacao**

BPO Experience: **CSR (2 years and 6 months)**

Mobile Number: **09753789975**

Email: **gakashlia2023@gmail.com**

Age: **31 years old**

Location: **H. Pepito Street Flores Compound, Poblacion Oriental, Consolacion Cebu, 6001, Ph**

Work Experience:

Length: **July 2021 to January 2022**

(6 months)

Position: **Lead Generation Specialist**

Company: **QWEST BPO**

Task: **Taking inbound call with possibly qualified customers for a specific health insurance. We ask qualifying questions to determine if the customer is qualified, then connect them over to a Licensed Insurance Agent.**

Length: **January 2017 to June 2018**

(1 year 5 months)

Position: **Customer Service Associate**

Company: **Eperformax Contact Centers and BPO**

Task: **We assist eBay customers with any concerns about their orders, credits, mobile app and website navigations.**

Length: **August 2015 to May 2016**

(9 months)

Company: **VCustomer(Techmahindra)**

Task: We assist customers who are interested in upgrading their Verizon Bundle (Phone, TV and Internet). We also set up appointments for new install.

Educational Attainment:

March 2012

University of Cebu (Main Campus)

College level in AB Psychology (Irregular 2nd Year)

March 2010

Abellana National School

High school graduate

Character References:

John Paul Fernandez

QWEST BPO

Team Leader

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