

SHAYNE MAE CARUNGAY

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CAREER OBJECTIVES

To gain any career in a reputed company to enhance my potential where I can contribute to the company's growth.

EDUCATION

Bachelor of Arts in English Language – Major in English Language Across Professions

Cebu Technological University - Main Campus

September 2022 – present

SKILLS

- Customer Service Communication
 - Data Entry and Documentation
 - Time Management
 - Collaboration
 - Adaptability
 - Active Listening
 - Problem Solving
 - Technical Proficiency
 - Product Knowledge
 - Conflict Resolution
 - Remote Work Tools
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ACHIEVEMENTS

Excel and Statistical Package for Social Sciences Basics Facilitator during the STEM Boot Camp: Bridging Gaps in Research (2021-2022)

- Shared my valuable knowledge and skills as a facilitator
- Demonstrated Excel skills and SPSS Basics
- Assisted STEM students that encountered difficulties during the event

Part-time Tutor for preschooler and 3-grade schoolers (2020-2022)

- Reviewed curricula topics and assignments
 - Assisted the students with homework, projects, and other academic tasks
 - Guided them to understand their lessons
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WORK EXPERIENCE

Customer Service Representative (July 2023-June 2024)

Qualfon Philippines Inc.

- Respond to customer queries by phone professionally and promptly.
- Resolve client complaints with compassion, aiming for satisfactory outcomes.

- Maintain accurate records of customer interactions in the CRM system.
- Collaborate with other departments and escalate complex issues as needed.
- Seek ways to improve the customer experience and provide feedback to management.
- Stay updated on product knowledge, corporate policies, and industry changes.

Technical Support Representative (July 2023-June 2024)

Qualfon Philippines Inc.

- Address customer concerns regarding technical issues or product functionality by phone.
- Troubleshoot hardware and software issues, providing step-by-step solutions or escalating as necessary.
- Offer clear instructions for handling technical difficulties independently or via remote tools.
- Document all customer interactions, troubleshooting steps, and resolutions in the CRM system.
- Work with cross-functional teams to address common technical problems and implement long-term solutions.