



KEANA CHRISTINA AMADOR

CUSTOMER SERVICE REPRESENTATIVE

About Me

I am dedicated and adaptable professional with a strong dedication to quality and progress combined with a desire for lifelong learning and development. I have an effective communication skills and a collaborative approach to deliver exceptional results in a dynamic work environment. Possess a strong stress tolerance, a passion for learning, and an openness to training



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Urgello, Cebu City

LANGUAGE

- English

EXPERTISE

- Strong Communication
- Customer Service Skills
- Adaptability
- Sales and Upselling skills
- Critical Thinking
- Leadership

SKILLS SUMMARY

CUSTOMER SERVICE SKILLS  77%

COMMUNICATION  81 %

EXPERIENCE

Customer Service Representative
Concentrix CVG Philippines, Inc.
June 10, 2024- August 23, 2024

A customer service representative involves assisting customers by addressing their inquiries, resolving issues, and providing information about products or services. It requires strong communication skills, empathy, and problem-solving abilities. I often handle calls, aiming to ensure a positive experience and maintain customer satisfaction. It's a role that balances patience with efficiency, and maintaining customer relationships. Handling irate customers involves staying calm and empathetic while addressing their concerns. It's crucial to listen actively, acknowledge their frustration, and provide a clear solution or next steps. Effective de-escalation techniques include maintaining a positive tone, showing understanding, and offering practical resolutions. The goal is to turn a negative experience into a positive outcome, reinforcing trust and customer satisfaction.

EDUCATION

Little Angels Montessori School, Balamban, Cebu
Elementary
2015
Saint Francis Academy, Balamban, Cebu
Junior High School
2019
Saint Francis Academy, Balamban, Cebu
Senior High School
2021
Southwestern University PHINMA
College- BPSYCHOLOGY
2021-2023