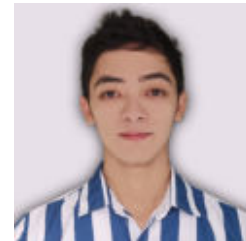


## CONTACT

### Ryan Jay Ramos Baoas

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📞 09816750703  
@ rye.jie14@gmail.com



## OBJECTIVE

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I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting.

## EXPERIENCE

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March 27, 2023 -  
November 6, 2023

- **Technical Support Representative**  
CONCENTRIX  
My first BPO company as a technical support representative under Comcast account. I worked in an international account and is a pure voice account. My job is to provide immediate support to our customers in their internet issues. We help them with troubleshooting and regenerate new signals to fix the issue. We make sure that we offer them with best services we have to improve their internet experience and prevent the same issue to occur in the future.

January 22, 2024 -  
July 2, 2024

- **Customer Service Representative**  
Foundever Cebu  
PoAt Verizon, a leading provider of communications and technology solutions, I served as a Customer Service Representative. I responded to customer inquiries, provided product information, resolved issues, processed orders, maintained records, upsold products, collaborated on complex issues, handled complaints, and achieved performance goals.

## EDUCATION

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2012-2013

- **Lipay Intergrated School**  
ELEMENTARY

2015-2016

- **Lipay Intergrated School**  
JUNIOR HIGH SCHOOL

2016-2017

- **Bacnotan National High School**  
ALS (Alternative Learning System)

## SKILLS

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- Communication
- Adaptability
- Active listening
- Attention to detail
- Time management
- Flexibility to work shifting schedules
- Excellent Problem-Solving abilities

## REFERENCE

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- **Glazelle Cagalitan - Accenture**  
Customer Service Representative  
cagalitang@gmail.com  
09457341864
- **Jimboy Baoas - i-Cloud Turtorial Services**  
Tutor  
09777482064