

Name: Jan Elvince C. Candido

Address: Consolacion, Cebu

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OBJECTIVES:

Hardworking and a self-motivated person. A virtual assistant and outbound insurance agent for 6 months providing customer support for their insurance needs, keeping track of their records. Able to focus to work without need for supervision. Also a Reservation Agent for 6 months committed to optimizing operational efficiency and elevating customer satisfaction through effective communication, proficient in using reservation systems and technology to streamline processes.

PERSONAL DATA:

Place of Birth : Balud San Fernando Cebu

Age : 20 years old

Date of Birth : January 13, 2004

Status : Single

Sex : Male

Citizenship : Filipino

SCOLASTIC RECORDS:

Elementary : Consolacion Elementary School

Address : Consolacion Cebu

Date Graduated : March 2016

Secondary : Consolacion National Highschool (CNHS)

Address : Consolacion Cebu

Date Graduated : March 2020

Senior Highschool: University of Cebu

Address : 6000 Gov. M. Cuenco Ave, Cebu City, Cebu

Course : Science, technology, Engineering and Mathematics
(STEM)

WORK EXPERIENCED:

Company : VIRTUAL BUDDY 24/7

Address : Consolacion, Cebu

Position : Outbound Insurance Sales Agent

Date Hired : June 30, 2022

Company : WIPRO PHILIPPINES

Address : GAGFA TOWER, Panagdait, Mabolo

Position : Customer Service Representative

Account : Singapore Airlines

DUTIES & RESPONSIBILITIES:

- Build and maintain strong relationships with prospects and clients to understand their needs and preferences.
- Develop and execute tailored sales strategies to maximize opportunities and achieve sales targets consistently.
- Calling possible customer and deliver compelling sales presentations and product demonstrations that highlight key benefits and differentiate offerings in a competitive market.
- Assisting Customers to get the new increase benefits for their insurance.
- Provide exceptional customer support to passengers by assisting with inquiries, bookings, changes and cancellation of flights.
- Handle customer complaint, issues, and concerns promptly and professionally to ensure positive resolution and customer satisfaction.
- Process flight reservations efficiently using airlines reservation system while adhering to airlines policies and procedures.
- Maintain accurate records of customer interactions, transactions, and reservations.
- Collaborate with team members and other departments to ensure smooth operations and provide support during peak periods or emergencies.