

# Joseph Villas Robel

Customer Service Representative

## • Contact



0930-217-7145



josephvillas09@gmail.com



Vincent Drive Osmeña St. Gun-ob  
Lapu-Lapu City, Cebu

## • Skills

Adaptability

Active Listening

Problem Solving

Technical Knowledge

## • Language

- Tagalog
- English

## • Certificate

- Electrical Installation and  
Maintenance NCII Program



## • Profile

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative.

## • Work Experience

### Customer Service Representative | Retail

*Concentrix | March 2023 - July 2024*

- Managing inbound and outbound calls, routing customers to the right department, and handling order tracking, scheduling, cancelation, and case creation.

### Customer Service Representative | Comcast

*Result sCX | July - November 2024*

- Receiving inbound and outbound calls, assisting customers with technical issues related to internet, landline, and cable service. We also handle billing and sales.

## • Education

- Bachelor of Science in Civil Engineering  
*5th Year Undergraduate*