



MARGIE MONICIT

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Sitio Camansi, Barangay Mabolo, Cebu City

OBJECTIVES:

To obtain a job as a customer service representative where I can use my skills and perform tasks for the success of the company and to obtain professional growth throughout the journey.

WORK EXPERIENCE

• **DECEMBER 2023 - NOVEMBER 2024**

CUSTOMER SERVICE REPRESENTATIVE

CONCENTRIX, CEBU

- My responsibility was to handle and communicate with the customers by guiding them with troubleshooting steps, answer inquiries about the bill, company offerings, and general questions about the service/account and also offers resolution to different issues relevant to the service or products.

EDUCATION

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| • 2019-2023
College Graduate | PALOMPON INSTITUTE OF TECHNOLOGY
• Bachelor of Secondary Education major in English |
| • 2017-2019
Senior High School | PALOMPON NATIONAL HIGH SCHOOL
• Humanities and Social Sciences |
| • 2013-2017
Junior High School | BARRIO LUZ NATIONAL HIGH SCHOOL
• Information and Communication Technology |
| • 2007-2013
Elementary | SOONG ELEMENTARY SCHOOL |

SKILLS

- Communication Skills
- Critical Thinking
- Negotiation
- Computer Skills