

JOHN JASPER A. LABIAL

Customer Service Representative



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Zone 4 Buaya Lapu-
lapu City 6016

Education

BSEDUC English

BIT -IC Jagna
2015- 2016

BSHRM

University of Bohol
2016-2017

Expertise

Customer Service Rep.

Technical Service Rep.

SALES REP.

Language

English

Filipino

Profile

Highly motivated and detail-oriented individual with excellent communication and problem-solving skills, seeking an entry-level position in a BPO company. Proven ability to handle customer inquiries efficiently and provide exceptional service. Eager to contribute to a dynamic team and enhance customer satisfaction through dedicated support.

Work Experience

2017

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2019

Details Cosmetics.

Beauty Adviser.

- Product Recommendations: Based on the assessment, they recommend specific products, such as cleansers, moisturizers, foundations, or lipsticks..

2019

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2021

Lear Corporation.

Man Power/ Production

- Working with the wider development team.
- Manage making wires for the big companies.
- Export Services.

2021

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2022

Results Cx

Customer Service Rep.

- Working with customers medication coverage.
- Manage providing excellent service for the satisfaction of their cover medications doctors and pharmacy.

2022

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2023

Teletec Cebu

Technical Service Rep.

- Fix customers Tv bills and internet services.
- Manage Up selling product like equipment Tv services and internet services.

2023

-

2024

Accenture

Customer Service Rep.

- Fix customers phones, and applications.
- Manage Up selling product like equipment Tv services and internet services.



References

Farrah Roseullio

Teletec Cebu. / SME

Phone: 09294029526

Email: Farrah28@gmail.com

Hubert James Tan

Teletec Cebu. / Supervisor

Phone: 09095799454

Email: N/A