



APRYLE AMACANIN

- 12- B C. Padilla, Pahina San Nicolas,
Cebu City, Philippines 6000
- 09158486018
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PROFESSIONAL SUMMARY

Enjoys knowledge acquisition above all else and is willing to be trained when necessary. Collaborative and has a forward mindset.

EXPERIENCE

MERCHANT SUPPORT ADVISOR, 09/2022 - 01/2023
24-7 Intouch, Cebu City, CEBU

- Shopify support for customer service, billing, and technical support through chat, email, and phone
- Engaging in human conversations with merchants to identify and resolve issues and provide coaching/growth opportunities for their businesses.

GB EXPORT BROKER, 11/2020 - 05/2021

Tech Mahindra LTD, Cebu City, CEBU

- Provides expert services by arranging the customs clearance process during a shipment and ensures that a shipment meets all standards and regulations for the import or export of goods.

CUSTOMER SERVICES REPRESENTATIVE, 02/2016 - 07/2016

ePerformax Contact Centres and BPO, Cebu City, CEBU

- Customer Service Associate (mediator) for e-Bay Buy North America by telephony and email.
- Works to understand both points of view and to help develop a fair and agreeable settlement between a seller and the buyer based on principles of fairness and good conduct.

CORE QUALIFICATIONS

- Customer and technical support
- Data entry and analysis
- Computer-mediated language learning
- Problem solving skills
- Writing skills
- Methodical approach and emotional intelligence

EDUCATION

Cebu Normal University, Cebu City, CEB, 2013

Bachelor of Arts: English Linguistics

- Systematic study of English and other human languages to provide a strong foundation for human interactions, and interpersonal communications, among a few.

REFERENCES

- Mark Huerte 09996511445
- Theresa Ting 09995421311
- Bryan Diaz 09755655653
- John Arellano 09958361339