

AVRIL ALEXANDRA B. CATANE

 Purok Lubi, Cabangahan, Consolacion, Cebu, 6001, Philippines
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PROFESSIONAL OBJECTIVES:

To expand my customer service expertise and technical skills within a dynamic organization by delivering innovative solutions and driving operational excellence. Dedicated to continuous learning and self-improvement, I aim to embrace new responsibilities, develop creative approaches to challenges, and align my personal growth with the company's long-term goals.

CORE SKILLS

- Proficient in MS Word and basic computer hardware.
- Strong written and verbal communication skills.
- Time management and organizational abilities.
- Creative thinking and problem-solving skills.
- Knowledgeable in customer support tools and software.

PROFESSIONAL EXPERIENCE

Customer Representative | CONCENTRIX

Sept 2022 - Nov 2024

Advisor I, Telecommunication Account

- Assisted customers in setting up mobile devices and resolving technical issues, improving customer satisfaction.
- Conducted proactive follow-ups on billing concerns, explaining detailed invoices and optimizing billing plans for clients.
- Promoted ongoing deals and offers, helping customers save on expenses and retain services.

Key Achievements:

- Consistently exceeded monthly KPIs, including a 90% customer satisfaction rate.
- Recognized for reducing average call handling time by 20%, ensuring quicker resolution for clients.

ACADEMIC BACKGROUND

Asian College of Technology- Bs in Computer Engineering | Undergraduate 2023

Cabangahan National High School, Consolacion Senior HS | Graduated: June 2022

REFERENCES

Available upon request