



CONTACT

📧 naicelynfilbartiana23@gmail.com

☎️ 09950377290

📍 Cordova, Cebu

SKILL

excellent communication skills, active listening, problem solving skills, long patience, can easily adapt environment, can work under pressure

INTERESTS

I find joy in connecting people and helping them navigate challenges. I cherish the opportunity to make a positive impact in other's lives and also connections to those who are older than me and ask interesting things about them. Lastly I do really love cats and dogs for I really believe that their presence can ease someone's tiredness from work specially to those who love pets

REFERENCE

jay montevadors
teacher
patupat National highschool
09190747964

joshua jao
salesman
Gaisano grand mall
09207605464

nicholas tagli
team leader
concentrix
09950370368

OBJECTIVE

A dedicated customer-focused person with an excellent communication skills by proven track record of providing exceptional customer service I seeking to leverage experience to effectively handle customers inquiries, resolve issues, and contribute a success in the company. Committed to delivering high-quality service and customer satisfaction in every interactions.

EXPERIENCE

08/04/2023 - 10/04/2023 **Concentrix**
CSR
helping customers on their inquiries, returns and refunds

04/02/2024 - 14/05/2024 **Concentrix**
CSR
helping customers specially when trouble shooting, helping them with their payments and refunds, help them on their issues.

EDUCATION

2016-2022 **Patupat National highschool**
Information Communication Technology (ICT) TVL

ADDITIONAL INFORMATION

I have a genuine passion for helping people and resolving their issues. I find it satisfying of being able to turn an negative customer experience into a positive one through effective communication and a problem solving skills. I thrive in fast-paced environment and enjoy challenge of meeting and exceeding customers needs