

MARRHON SALFAMONES

SUMMARY

Hardworking employee with customer service, multitasking, and time management abilities. Devoted to giving every customer a positive and memorable experience.

EXPERIENCE

Technical Support Representative, 06/2023 - 11/2023

QUALFON - Cebu, PHILIPPINES

- Troubleshoot customer inquiries related to software and hardware issues.
- Performed regular maintenance checks on customers' systems.
- Resolved escalated customer service issues in a timely manner.
- Conducted research into product-related issues, identified solutions, and provided accurate information to customers.
- Identified potential areas for improvement in existing products or services.

Customer Service Representative, 11/2023 - 04/2024

CONCENTRIX - Cebu

- Assisted customers with product selection, ordering, billing, returns, exchanges and technical support.
 - Identified opportunities for upselling additional products or services based on customer needs.
 - Provided accurate information about products and services to customers.
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EDUCATION AND TRAINING

Bachelor of Science in Psychology (BSPSY)

SOUTHWESTERN UNIVERSITY - Urgello Street, Lungsod Ng Cebu, 6000

Lalawigan Ng

LANGUAGES

English: First Language



CONTACT

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SKILLS

- Account Management
- Technical Troubleshooting
- Customer Service
- Issue Troubleshooting
- Effective customer upselling
- Maintenance Scheduling
- Sales and Upselling