

CSR- voiced  
@myrimo

\* Yes for Ben @ 8:15PM  
"Joms"  
Jomar D. Miral

7/26/18

1915 Sitio San Miguel, Apas Cebu City 6000 -> renting alone

09351921524

[ihomz3142@yahoo.com](mailto:ihomz3142@yahoo.com)

for OM

wife w/o kids

BPO experience - more than 4 years

originally from Zamboanga

**Objective:**

Aspiring to obtain a position on your company to handle calls for the Corporation, respond to simple queries and route calls to the proper person, and improving my role as I enhance my customer service abilities and acquire knowledge about different services.

**Skills:**

- Customer service oriented skills- Ability to deal with irate customers using excellent Interpersonal-Communication skills.
- Understand new concepts easily – Quick learner.
- Ability to handle stress.
- Computer literate.
- Reliability and Good Interpersonal Skills – emphatic listener, patient, warm and friendly.
- Available for shift work, evening and weekends.
- enthusiastic, happy, competitive, positive, curious

43  
96

breadwinner

**Experience:**

4 yrs in "BPO"

May 21 2012 – July 23 2012

Government Service Insurance System

On-Job-Training (320 hours)

- Handle calls of customer for providing service information.
- Understanding the queries of the customer.
- Assisting customer with their concerns.
- Transferred urgent calls to specified personnel or department quickly and accurately.
- Forward important and serious matters to seniors.
- Provide callers with information relevant to their concerns.
- Resolved customers technical issues over the phone.
- Handle customers and assist them in KIOSK machine.

Zamboanga M: HW  
F: Farmer

vs 4C (eldest)  
2nd = ruckans  
3rd = college  
4th = Grade 4

renting: ✓

Plan/Goal?

\* career growth (ASAP)

short term goal:  
- none

long "":  
- wishes to  
grow in the  
company & grow  
individually

I have the edge; recommend  
an open forum for "team  
feedback & reaction"

promising company: encourages the team

stay in a company

- career growth
- better compensation & bonuses

-> listen to negative feedbacks  
- reevaluate, correct what I  
did wrong.