

CSR - any (in) non-voice

\* You for Her @ 11:15 PM 8/13/18 Ref. by: Jerome

Maclao  
Sordili

"RV"

### ARVIE A. LAURON

49 F Lorega Street, Brgy. Lorega-San Miguel, Cebu City, Cebu Philippines, 6000 -> w/ his family

Mobile Number: +639178818915 Email: arlauron@icloud.com

perfectionist, helpful, never complains, obedient, respectful

BPO experience = 4 years

#### Summary

2014-2018

Experienced Customer Service Consultant bringing enthusiasm, dedication and exceptional work ethics. Trained in customer service experience with knowledge of extensive English communication skills and efficient customer service handling. A trained quality assurance specialist for BPO industry. High energy and outgoing with a dedication to positive client relations. High volume call and email handling, excellent customer service, and peer education background.

#### Highlights

- Works well under pressure
- Exceptional interpersonal skills
- Trained in customer service, leadership and multi-tasking
- Master of client assistance and customer service handling
- Passionate, enthusiastic, empowered, and well-motivated to attain day-to-day task
- Results-driven, and flexible to work in workplace and with co-workmates
- Certifier of Global Communications Management Academy
- Trained under the Leadership Evolution and Advancement Program
- Well-versed in handling diverse environment and workplace
- A trained Quality Assurance specialist with extensive knowledge in call evaluations, monitoring, and auditing.

48  
97.4%  
stability of job is what I'm seeking for.

#### Educational Attainment

##### Elementary:

Zapatera Elementary School  
Sikatuna Street Cebu City, Cebu  
Date Graduated: March 2006

##### Secondary:

University of Cebu - Main  
Sanciangko St. Cebu City, Cebu  
Date Graduated: March 2010

##### Tertiary:

University of Cebu - Main  
Sanciangko St. Cebu City, Cebu  
College Undergraduate  
Course: Bachelor of Secondary Education  
Major in English

College Undergraduate  
Course: Bachelor of Arts - Psychology  
Major in Industrial Psychology

2012-2013 = no plans to pursue

92  
m: Agent-TP  
F: peso net  
C: 1 (eldest)  
- studying

2 yrs  
1 yr

#### Affiliation

Bisdak Pride Inc.  
Mancom Staff  
Goodsheperd House, Parian Cebu City  
January 2013 - Present  
+63238720088

PNGOC on Population, Health & Welfare, Inc.  
Peer Educator  
Room 305, Diplomat Condominium, Roxas Blvd.  
cor. Russel Avenue, Pasay City, Philippines  
6000

VCMC - Balay Malingkawasnon  
Rainbow Paladins  
CBS Motivator  
85 Osmeña Blvd. Cebu City, Cebu 6000  
May 2018 - Present

CS: 5.4  
ES: 18k (BP)  
SD: ACP  
will still go on.

long tg. trainer - teaching is my passion  
under my nationality

if they? great feedback from friends