

CSR - Tax Open to any
@ Myrimo position

"PAER" FOR ON/PM @ 10:30 PM

Sherlyn Navallo Pangan - 24 years old
Deca Homes Tungkil, Minglanilla
Cebu City
09430829929 ✓
sherlyn_kim9@yahoo.com.ph
-single w/o dependent

9/24/18
3:10 pm

M: Sever

For Ben
9/26/18

F: Retired

4 Kids: YOUNGEST

1st: Virtual Asst: (Delonix)

2nd: CSA (The results)

3rd: (unemployed)

Client
9/26/18 shift
@ 12:00 AM
MN

CAREER OBJECTIVE:

To practice what I have studied and work in a challenging company that will enhance my working capacities, potentials and skills.

WORK EXPERIENCE:

June 2015- May 2017

Convergys Philippines - 1 year 11 mos. Cebu City
Customer Care Representative - left bec. want to explore something challenging (15-16k All in)

Act: Earncast

CS: 3.5

SE: 17-18k
(negotiable)
compensated based on their performance
PA: ASXP

MAY 2017 - PRESENT - ONLINE SELLER

- Providing customer support via Chat
- Responsible for ensuring that company's clients received an adequate level of service or help with their questions and concerns.
- Handle general questions and complaints.
- Interact with customers to provide information in response to inquiries about products or services and to handle and resolve complaints.
- Providing clients queries in regards to trouble shooting their cable service
- Protect client's personal information in a sensitive manner.
- Up selling products that could benefit their daily Television viewing.

EDUCATIONAL BACKGROUND:

University of San Jose Recoletos - GRADUATE
Magallanes Street, Cebu City
Financial Management
2011 - 2015

why not your degree?

- want to enhance comm skills
- want to explore other career path

SP: 39%
Act: 96.2%

SPECIAL SKILLS:

- Flexible and Adaptable
- Good communication skills
- Computer skills (MS word, Excel, PowerPoint)
- Willingness to work shifting schedules

AFFILIATION:

- Member Junior Finance Executives
University of San Jose - Recoletos
2011-present
- Junior Confederation of Finance Association-Philippines (JCFAB)
2014 - present