

CSR - Non Voice *referred*
EINA
BICAN/PARA
w/ flyer
10/18/18
11/1/18
on/DM

Borbon, Glenn S.

Position Applied : Customer Service Representative

Contact Info

Address : Zone 1, Bombil St., Canduman, Mandaue, City / Cebu
Philippines (6014)
Mobile No. : +63 9451409843
Email : gborbon123@gmail.com

CP: 5-5
SE: 18-21k
All in
DA: ASAP

Personal Particulars

Age : 25 years ✓
Date of Birth : 14 May 1993
Nationality : Filipino
Gender : Male
Height : 5'6
Weight : 50 kgs.
Marital Status : Single w/ 2 y/o daughter
Permanent Residence: Philippines
*↳ took care by Nanny (Dumaguete)
- gf's side*

Sp: 41
Acc: 98-1%

Educational Background

Bachelors/College Degree

Field of Study : Hospitality Management - GRADUATE
Major : B.S. Hospitality Management
Institute/University : Cebu Technological University, Barili Campus, Barili Cebu
Graduation Date : March 2013

Employment History

Company

Position Title : On the Job Trainee
Industry : Hospitality Industry
Duration : December - May 2013
Work Description : Serves as guide at edge coaster and skywalk at Crown Regency Hotel and Towers.

Company

Position Title : Customer Service Representative - 7 months (Acct: AT&T Prepaid)
Industry : BPO Industry - left bec. personal issue
Duration : June 23, 2014 - December 31, 2014 - 17,500 All in
Work Description : Serves as an agent who caters customer's inquiry at Sykes Asia Incorporated.

Company

Position Title : Customer Service Representative / Technical Support - 11 months (Acct: Comcast)
- 18k All in
- Tier 2
- left bec. of greener pasture

Industry : BPO Industry
Duration : March 2015 – February 2016
Work Description : Technical support at Convergys.

Company

Position Title : Customer Service Representative / Billing - 2 years → 4 months (Acct: Telstra)
Industry : BPO Industry - left bec. looking after his baby (Nanny issue)
Duration : March 2016 – July 2018
Work Description : Serves as an agent who caters customer's inquiry regarding bills at Telstra powered by TELETECH. - 23k All in

Skills

- Consistently maintain a positive attitude and enjoy helping people.
- Articulate and very effective working with people of different backgrounds and temperaments.
- Accurately record, remember, and verbally communicate detailed information.
- Exceptional command of the English language with strong written and transcription skills.

Objective

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

Qualifications

- Organized and detail-oriented; knack for understanding procedures and logistics.
- Strong skills in time management, prioritizing tasks, and meeting deadlines.
- Sensitive, caring and professional attitude toward staff and callers.
- Friendly and outgoing with a pleasant manner and phone voice.

Character Reference

John Lloyd Apura - 09226019029
Supervisor
Eva Theresa Camering - 09776534106
Team Leader at Convergys
Harold Dino - 09435344190
Customer Service Representative

SWORN AND DECLARED THAT ALL INFORMATION STATED ABOVE IS TRUE AND CORRECT.

Glenn S. Borbon
Applicant