

CSR - Voice

@ 10 PM
DN

2/22/19

referred: JOMAR MIRA



M: Housewife

F: Retired Fireman

5 rbs: 2ND

1st: PA (Rose Pharmacy)

Heather Elizabeth R. Flores

sp: 38

2nd: Unemployed

25-C Gorordo Ave. Dignos Kamputhaw C.C

09976303185

acc: 95

3rd: PA

hetacz04@gmail.com

5th: Studying

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Reliable and Driven, with strong time management and prioritization abilities.

PERSONAL DATA:

Date of Birth: February 12, 1989

CS: 5.5

Age: 30

Sex: Female

VE: 19.20 All in

Civil Status: Single n/o dependent

Father: Jaime R. Flores

Mother: Gwendolyn R. Flores

DA: ASAP

Parents Address: 25-C Gorordo Ave. Dignos Kamputhaw C.C

EXPERIENCE/S:

* Convergys Philippines - 3 years 9 months (Comcast, Sirius XM) - 18k All in
Customer Service Associate - career growth / want for new environment
April 2015 - January 2019

* Convergys Philippines - did not pass (6 months) - 15k All in
Customer Service Associate
June 2014 - December 2014

* Qualfon Philippines - did not pass the (6 months) regularization (QA)
Customer Service Rep
October 2013 - April 2014

- first time
(14k All in)

iPlay?

- weekends off

EDUCATION:

University of Cebu
Bachelor of Elementary Education

3rd year - financial problem
→ -no plans to pursue

Abellana National School

2004-2005

Lahug Elementary School

2000-2001

CHARACTER REFERENCE/S:

Jorlan Mercado

Concentrix TGU Trainer

09254713627

Aurelio Plata

Concentrix Team Leader

09177144784