

Mypimo  
CSR voice  
night shift

11:00 PM  
OM

3/26/19

"Mar"

Bacalla

32 40  
92 96

# AMARILLE, MARGARET ANDREHL B.

20 yo  
w/ dependents

Creekside Sikatuna St | 09454274707 | zamoramargaret@yahoo.com

parents

F - govt (puente)  
M - housewife

S - 3rd  
1st 2nd - unemployed 4th 5th - school

## Skills Summary

One thing that I can be proud of throughout my call center experience is I am excellent with MIP (Make it Personal) in any chosen call drivers; being confident in every way, is I believe the better option to live once life.

## Education

### ZAPATERA ELEMENTARY SCHOOL

Preschool

1 PLOY  
• is in medical field  
• fixed RDS

\* commitment  
\* attendance

CS - 5.5  
ES - 15k BS  
RFL (all in)  
DA - ASAP

### University of the Visayas

Secondary

### Southwestern University PHINMA

2 years + financial issues  
2018 parents priorities  
younger siblings

Bachelor of Science in Nursing /

## Experience 4 months

### SYKES ASIA - SYNERGIES CEBU

Customer Service Representative Atvt

November 10, 2018 - March 10, 2019 20k all in

RFL - account is hairy a challenge  
- end of contract

- Answer telephone calls regarding existing accounts
  - Respond to questions and concerns about the service
  - Consult with customers to evaluate needs and best options
  - Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns
- \* unpaid working on holidays

## Awards and Acknowledgements

### Certificate of Excellence

Successfully graduated the New Hire program for Mobility Prepaid

Dick Notes

- 4 month BRD experience
- CSR for a US telco campaign
- Comm skills 5.5/10
- Typing results
  - Speed 40 wpm
  - Accuracy 96%

\* For Ben