

REF FERDINAND AMOROTO

11:00 PM
ONA

4/16/19

walk in

CSR- non voice

good w/ voice acct

night shifts

"Andovo"

HELEN AMOROTO

129- Cattleya St. Bliss Labangon Cebu City - w/ ext. family
09238206541

32 yo - 3 depts
w/

31

97

Contact ref.: BPO

4th

OBJECTIVE

To be Able to work at my full potential and further enhance my skills.

SUMMARY

Been in a call center industry for almost two years as a Customer Support Representative (voice), Chat Support Representative, and Email Representative.

EXPERIENCE BPO- 2 years

1st Tech Mahindra
9th floor E-block 3 IT park Cebu City
Verizon acct
Customer Service Representative
June - September 2016

3 months

RFL- personal conflict / pay dispute

15k-16k all in

*Taking calls from the customers, customer call us asking about their bills
* assisting about their concerns

CS: 5-5

ES: 18k-20k all in

DA: ASAP

2nd 247 Customer Care Phils.
6th floor E-block 3 IT park Cebu City
Kohls Online Retail Shopping
Email Support Representative
2017 October - December (Project Based Account)

3 months

16k - all in

global dominion 4 month

CSR, 16k all in

2018

Jan - April

RFL - acct dissolved

*Email customer, tracking their packages
* Assisting customers concern for the delayed delivery, returning items that was damaged and refund

3rd -> school
Fusion BPO Services (support save)
7th floor Robinsons Cybergate Cebu City
Byron Customs Taylor
Customer Service Representative
May - July 2018-2019

1 year

RFL dissolved acct.

14-16k all in

* Outbound Call
*Appointment Setting, call the customer if they wanted to have an appointment with the Client for the new trend of suits

1PLOY

• encouraged by husband

Dax's Notes

- More than 1 year BPO experience
- CSR for a US telco
- E-mail for a retail campaign
- CSR for a UAE retail campaign
- Comm skills 5.5/10
- Typing remote
Speed 31 wpm
Accuracy 97%

For Ben

OBJECTIVE

To be able to help in my full potential and further improve my skills

SUMMARY

Been in a call center industry for more than two years as a customer support representative (voice) that specialises in handling and resolving customer issues.

EXPERIENCE

Tech Mahindra
9th floor E-block 3 IT park Cebu City
Verizon Inc.
Customer Service Representative
June - September 2016
* Taking calls from the customers, customer service
* Assisting about their concerns

317 Customer Care Phils.
6th floor E-block 3 IT park Cebu City
Kobis Online Retail Shopping
Email Support Representative
October - December (Project Based Account)
* Email customer tracking their packages
* Assisting customer's concern for the delayed delivery
damaged and return

Fusion BPO Services
7th floor Robinsons Cyberpark Cebu City
Byron Customs Taylor
Customer Service Representative
May - July 2015
* Outbound Call

* Appointment setting, call the customer if they wanted to have an appointment with the client for the new brand of suits

Verso

Customer Service Representative

July – August

***Outbound call, calling customers for Surveys, about household utilities**

UAE Encoded

Customer Service Representative

August – Present

***Inbound and Outbound calls, taking chats, email customers,**

***Assisting customers concerns, tracking their packages, delayed delivery, damaged items, replacements and refund**

EDUCATION

Divine Mercy Computer College
Associate in Computer Technology
2005 – 2007 (Undergraduate)

Salazar Colleges of Science and Institute of Technology ✓ *financial probs*
Bachelor of Elementary Education ✓
2017- 2018 (Undergraduate) *(1 year)*

CHARACTER REFERENCES

Maria Lourdes Pena
Customer Service Representative
Fusion BPO Services

Rachel Jabadan
Customer Service Representative
Fusion BPO Services
09108199897

Iftikhar Hadil
Customer Service Representative
Fusion BPO Services
09056342747