

Mymmo - walk in

11:00 PM

CSR - non voice - any night shift

2nd application  
3/14/2018  
approved  
NS

"Julz"

39

# JULITO LUMACTOD JR.

25 yo w/o depts

96

Nivel Hills Lahug, Cebu City | +63 928 421 4225 | julzgaming94@gmail.com

w/ family

m - housewife  
F - family driver  
IS - youngest

## PROFESSIONAL SUMMARY

Highly skilled and meticulous Call Center Representative with a superb record of customer satisfaction. Adept multitasker able to address multiple customer and company tasks with the highest degree of professionalism and accuracy..

CS - S.S

## CORE COMPETENCIES

- Customer Service
- Team Player
- Detailed and Organized

ES - 14-18k all in

DA - ASAP

## PROFESSIONAL EXPERIENCE BPO - 2 years & 2 months

**CONVERGYS PHILS. INC.** (SPRINT) 13k all in RFL - family issues  
CUSTOMER SERVICE ASSOCIATE | 7F I1 BLDG. CEBU IT PARK, APAS LAHUG, CEBU CITY | JANUARY 2016 - MAY 2017 1 year 4 months

- Answered customers question fully and accurately.
- Entered customer data on company computers accurately and completely.
- Assisted with quality assurance process as required.

**TELEPERFORMANCE** (AMAZON) 13.5k all in RFL - compensation issues  
CUSTOMER SERVICE REPRESENTATIVE | AEGIS TOWER CEBU IT PARK, APAS LAHUG, CEBU CITY | SEPTEMBER 2017 - DECEMBER 2017 3 months

- Provide answers to sellers query as a seller support specialist.
- Tracking sellers market place to investigate any discrepancy.

**ePERFORMAX Contact Centers Corporation** (SPRINT) 14k all in RFL - environment - leaders are not cooperative or professional  
CUSTOMER SERVICE ASSOCIATE | JY SQUARE MALL, XPRESSO CAREER CAFE, LAHUG, SALINAS DR, CEBU CITY | APRIL 9 2018 - OCTOBER 30 2018 6 months

- Resolve product or service problems by clarifying the customer's complaint.
- Selecting and explaining the best solution to solve the customer's problem.

May

help mum w/ small business  
NSU 2018 - APRIL 2019

- come back
- encouraged by the client before
- TLS are good

waited for 2 weeks for notification