

CSR

Angelica Dungsog

JONAH MARIE DANO

Galaxy

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Mactan, Lapu-lapu City, Cebu 6015

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babao (alone) from Labac Bahal

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Summary

- Resourceful Customer Service Representative who consistently meets productivity goals. Maintains a high level of professionalism, patience, reliability and efficiency to minimize customer dissatisfaction and increase customer loyalty.

PERSONAL DATA:

Date of Birth	01/30/1995	
Age	24	m - unemployed
Sex	Female	f - 6.5 - sth child
Nationality	Filipino	
Civil Status	Single	
Religion	Christian	
Father's Name	Benjamin Dano Sr.	
Mother's Name	Artemia Dano	
Language Proficiency	Filipino, English, Visayan	

Highlights:

- Call Center Operations
- Market Researcher
- Customer Service Representative
- Quality Analyst
- Technical Support

Job Experience:

Kudo Support, Inc. (chat support)

- 2nd Street, Corner 3rd Avenue, MEPZ 1, Lapu-Lapu City, Cebu
- Technical Support Representative (Magic Jack)
- March 2015 - June 2016 (1 year and 3 months)

RFL - study - looked for part time job
k all in

Survey Sampling International Inc. (SSI)

- PIPC Bldg 7 MEPZ II, Lapu-Lapu City, 6015 Cebu

- Part-time Market Researcher *9k*

- July 2016 - November 2016 (3 months) *project based*

bpo model then

Concentrix Cebu *4 years*

retail acct, Amazon

- Mactan, Lapu-lapu City Cebu 6015

RFL - fixed sunday off

- **Customer Service Representative - Phone** *20k all in*

- i. November 2016 - July 2017

- **Message Us (Chat)**

- ii. July 2017 - August 2018

- **Customer Service Representative - Phone**

- iii. August 2018 - November 2018

- **Quality Analyst**

- iv. November 2018 - January 2019

1Ploy

- fixed weekend off

- workmates from kudo support

- **Customer Service Representative - Phone**

- v. January 2019 - present

EDUCATIONAL BACKGROUND

Vocational

- Asian Divine Light College Inc.
- Food and Beverage Services NCII ✓
- July 2014 - October 2014

College

- University of Cebu - Lapu-lapu and Mandaue
- June 2016 - October 2016 *1 sem financial*
- BS Office Administration ✓

High School

- Loboc National High School
- Bahi-an, Loboc, Bohol