

Agapito Estrera Jr

Address: Sitio Chico Labagan Mandana City

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Email address:mynameisagapito@gmail.com

Age: 23

Date of birth: July 13, 1996

Nickname: Pits, Aga, Jr

A highly flexible, resourceful and optimistic individual. Dedication to work has always been my outlook on my life. Always up for a challenge and willing to venture new experience to grow and learn. Providing assistance or support is my line of work. I am very passionate to help my clients with utmost skill and knowledge to resolve problem in an efficient and effective manner.

Employment History

Customer Service Representative

- Concentrix Cvg Philippines Inc.
-June 2019 – September 2019

Customer Service Representative

- Teleperformance Philippines Inc.
-June 2016 – December 2018

Customer Service Representative

- Qualfon Philippines Inc.
-March 2015 – September 2015

Skills

Communication Skill

☑Ability to communicate correctly and clearly to all customers with good comprehension.

Computer Knowledge Skills

☑Familiarity with Microsoft and other application.

☑Tech Savvy with excellent typing skills.

☑Demonstrates understanding of the internet, online retail and telecommunication process.

Problem Solving Skills

☑Effective problem solving skills including decision making, time management and immediate prioritization of task as assigned.

☑ Organized and detail-oriented.

☑ Ability to quickly and effectively prioritize work time in various departments to meet business need.

Customer Focus

☑ Demonstrates interpersonal skills with a diverse customer base.

☑ Ability to determine customer needs and provide appropriate solutions.

☑ Maintain regular and reliable attendance, including the daily schedule as assigned.

Educational Attainment

School	Degree/State/Award	Year
University of Cebu	3 rd -4 th year -BS Electrical Engineering	2017-2019
University of San Carlos	1 st -2 nd year -BS Electrical Engineering	2013-2016
Labogon National High School	Salutatorian	2009-2013
Cambanay Elementary School	Best in Science	2009

no plans to finish studies

Character Reference

Clarice Abao

Teleperformance – workmate

09167342413

Genalyn Patris

Concentrix Cvg – supervisor

09205007582

Dianne Mirz Ramoneda

Concentrix Cvg – workmate

09958028777