

Salaguste, Beverly P.

Address: 130A Morelos St. Villa. Gonzalo II Brgy. Tejero Cebu City

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SUMMARY: Customer-focused Call Center agent with a passion for service excellence. Accomplished in helping and creating unforgettable customer service experience.

PERSONAL DATA:

Date of Birth: November 12, 1995
Place of birth: Kapatagan, Lanao del Norte
Age: 24 yrs.old
Religion: Seventh Day Adventist
Gender: Female
Civil Status: Single
Nationality: Filipino

Language/Dialect Spoken and Written: English, Tagalog & Visayan Dialect

EDUCATIONAL BACKGROUND:

Course: Bachelor of Science in Information Technology
School: ABE International Business College
Address: Commonwealth, Quezon City

WORK EXPERIENCES:

08/01/2016 – 12/16/2018

Customer Support Associate II

Concentrix

11th & 12th Floor I2 Bldg Jose Ma Del Mar Avenue Cebu City 6000 Philippines

Job descriptions and responsibilities:

- Answer Incoming phone calls
- Handling customer
- Ensures customer satisfaction by following work instructions
- Dealing with customer feedback and concerns

Signature over-printed name

Date: 12-10-2017