

Gracielle Feliz Marie Jao

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Summary

Friendly and analytical Call Center Representative with a year of experience handling customer calls in large and small call center environments. Excellent interpersonal skills and a trained in conflict management.

Education

University of San Carlos
Bachelor's of Nursing
Deferred May 2012

Employment History

Higher Growth Outsourcing
Customer support representative
September 2018 – October 2019

- Answers inbound calls for an trampoline park.
- Acts as a appointment center. Booking for birthday parties and major events.

Professional Skills

High-Volume Call Handling: Competent
Conflict Management: Competent
Customer Service: Intermediate
Technical Troubleshooting: Competent
Customer Account Management: Competent
Microsoft office: Competent
Customer care: Intermediate