

# Louella G. Albaño

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Hardworking customer service representative bringing almost 3 years of experience meeting customer needs via voice and non voice roles. Skilled in listening to customers, meeting productivity targets and maintaining current knowledge of company offerings. Offering empathy, reliability and enthusiasm for satisfying customers.

## Skills

Customer Support | Phone Support | Email and Chat Support

## Work History

Jul 2016 - Mar 2019 *Customer Service Representative* Focusinc INC. or FGC + (Davao City, Davao del Sur)

- Provided customer service in selecting or booking for the best tours and transportation for tourists in several countries. - handled (Inbound, Outbound, Chat & Email)

- tagged as a reservation specialist

- acknowledged multiple times as a top seller

## Education

Jun 2010 - Jun 2011 (BSIT) - University of Mindanao - Bolton St., Davao City

Mar 2005 - Mar 2009 (High School Diploma) - Davao City National High School - F. Torres St., Davao City

Jun 2001 - Jun 2005 - San Roque Central Elementary School - Bo. Obrero St., Davao City

## Languages

English | Filipino

## Interests

Reading books or articles online | Surfing the internet for interesting articles

Listening to music with inspiring content | Watching movies