



Joshua

Customer Service Representative

My Contact



[Redacted]



[Redacted]



[Redacted]

Hard Skill

- MS Excel / Spreadsheet
- Photography Videography Video
- Editing - Adobe Premiere Photo
- Editing - Adobe Lightroom

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Patience

Education Background

- [Redacted]
Bachelor of Arts in Broadcast Production
Completed in 2021

References

Cindy May Bacena

[Redacted]

[Redacted]

[Redacted]

About Me

I am a dedicated customer service representative with three years of experience. I show great attention to detail when it comes to customers need. I'm willing to learn and have great communications skills. I can work independently and/or with a team. I have experience in Photography, Videography, photo and video editing as well.

Professional Experience

[Redacted] CUSTOMER SERVICE REPRESENTATIVE II

September 2022 – Present

Key responsibilities:

- Filing new claims for the client.
- Checking for the clients existing claims.
- Transfer calls to the appropriate department or person that the client is trying to reach.
- Filing accurate documentations or inquiries of the clients when unable to reach the appropriate person or department.

[Redacted] CUSTOMER SERVICE REPRESENTATIVE

October 2019 – 2022

Key responsibilities:

- Checking clients payment or top-up in the bank.
- Accurately approving transactions after checking the payment.
- Inputting accurate data in excel for clients to claim later.

[Redacted] CUSTOMER SERVICE REPRESENTATIVE

April 2017 – April 2018

Key responsibilities:

- Checking clients subscriptions to Pay per View (PPV)
- Updating clients information such as password reset and username.
- Cancellation of clients subscriptions.
- Basic technical support such as resetting the clients modem or internet.
- Making sure clients don't get double charge during their subscription.

Certification

2022 Adobe Premier PRO Course – Video Editing