



Engineer Customer Support

EDUCATION

2006-2010

BACHELOR OF MIDWIFERY

- Graduate of Midwifery

2003-2006

BACHELOR OF SECONDARY EDUCATION

SKILLS

- Management Skills
- Creativity
- Customer Support
- Detail oriented
- Critical Thinking
- Quick learner in new Technologies

LANGUAGES

- English
- Tagalog

CONTACT



PROFILE INFO

Empathetic Customer Service Representative with a strong ability to connect with customers, understand their needs, and provide compassionate solutions. Excelled in handling sensitive customer issues, and maintaining customer trust and satisfaction in challenging situations.

EXPERIENCE



ENGINEER CUSTOMER SUPPORT(CHAT,EMAIL AND CUSTOMER SUPPORT) 2021-2025

- Answering questions about a company's products or services through email, chat, and phone
- Resolving issues and troubleshooting technical problems



TECHNICAL SUPPORT REPRESENTATIVE 2020-2021

- Responding to customer inquiries and complaints about technical issues
- Testing and evaluating new technology for better system performance



CUSTOMER REPRESENTATIVE 2016-2020

- Identifying customers' needs, clarifying information, researching every issue and providing solutions

ACHIVEMENT

• 2016-2019

Top 1 Customer
Reoresentative

• 2011

Licensed Midwife