

ADRIAN T. DE JESUS

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SUMMARY OF QUALIFICATIONS

Customer Service Professional with over 6 years of experience in telephone customer service, including sales, technical support and customer care. Familiar with a wide-range of customer service tools, can work well under pressure and work towards a task with a positive mindset.

CORE PROFICIENCIES

- Effective communicator
- Strategic Planning
- Customer Relations
- Profit and Loss Assessment
- Product Knowledge
- Problem Solving
- Mobile Device Troubleshooting

PROFESSIONAL EXPERIENCE

SENIOR AGENT – TEAM OF EXPERTS | iQor – Cavite, Philippines | July 2017 to Present

- Part of a higher Tier of Customer Service
- Provide support for a US Telecommunications account
- Handle customer inquiries, complaints, billing questions and payment extension/service requests
- Manage upset customers, conflicts and challenging situations
- Resolve technical issues for mobile devices

Noted Accomplishment:

- Received multiple awards for being Top Agent

CUSTOMER SERVICE AND SALES REPRESENTATIVE | Convergys – Alabang, Philippines | June 2015 to April 2017

- Provide support for a US Telecommunications account
- Take orders, compute charges, and administer billing or payments
- Review, update or make changes to customer accounts
- Provide information regarding products and services of the company
- Resolve technical issues for mobile devices

Noted Accomplishment:

- Became part of “Best of the best” recognition program for exceeding quarterly target in Sales and Customer service.

EDUCATION

Bachelor of Science Major in Information Technology (*Undergraduate*)

Cavite State University – Main Campus | Cavite, Philippines