

YOEZZA S. FRANCISCO

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OBJECTIVE

Call Center Representative with 1 year experienced handling inbound calls for a private company. Seeking a challenging opportunity where I will be able to utilize my strong organizational skills, educational background and ability to work well with people, which allow me to grow me personally and professionally.

EXPERIENCE

FEBRUARY 13, 2019 – JUNE 17, 2020

CUSTOMER SERVICE REPRESENTATIVE, KITCHEN CARE CONSULTANCY PHL INC.

- Answering approximately 100 inbound customer calls per day in a friendly and courteous manner.
- Answering Facebook page messages
- Discussing reservation and billing issues with the customer and offering possible solutions
- Providing information on additional promos and services
- Following the conversational script provided by Pacific Apex Food Ventures Inc. and keeping the customer calls to under 5mins.

EDUCATION

TERTIARY

2016- 2018

STI COLLEGE TAFT

Bachelor of Science in Tourism Management
(Undergrad)

2014- 2016

THE UNIVERSITY OF MANILA

Bachelor of Science in Hotel and Restaurant Management
(Undergrad)

SECONDARY



2010- 2014

BACLARAN NATIONAL HIGH SCHOOL

SKILLS

- Can speak Filipino and English language
- Multitasker
- Problem solver
- Skills developed through experience in school and workplace
- Dedicated, creative and motivated