



# NICA PAULINE LATUMBO

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☎ 09129706497

📍 B. Gallolo street barangay 1 manapla Negr os Occidental

## ✈ Skills

Attention to Detail. Positive Attitude.  
Improving Customer Experience. Building  
Customer Loyalty. Interpersonal Skills.

## 👤 Personal Details

Date of Birth : 07/20/1988

Marital Status : Single

Nationality : Filipino

## 🎯 Objective

Desire the position of Customer Service Representative in a customer centered firm where strong customer service and sales skills are needed, in addition to a strong desire to assist and retain customers and build a great company.

## 📁 Experience

- **Teletch Bacolod** *November 21  
2012 - March  
6 2015*  
Technical Support  
Supporting technical issues for DSL connection.  
Troubleshoot cellphone, laptop and router.  
Inbound and outbound calls for tech dispatch.
- **Iqor** *October 9  
2016 - August  
7 2021*  
Customer Service Associates  
Inbound and Outbound calls.  
Supporting billing concern.  
Support technical issues for mobile concern.  
Create tickets for tech dispatch.
- **Accenture Philippines** *August 9 2021  
- Present*  
Service Desk  
Inbound and outbound calls, Reset login, Ticket Creation and Ticket Assignment.

## 🎓 Education

- **La Consolacion College Bacolod** *2008*  
Bachelor of Science in Hospitality Management