

# JONA MAE DIAMANTE

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Buang, La Union, Philippines | +63 976 0791 459 | jonamaediamante@gmail.com

## ABOUT ME

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Results-driven customer service professional with more than 6 years of experience in the BPO Industry. Problem solving, solution finding, going the extra mile, giving my very best is what I strive for to exceed my customers expectations.

## WORK EXPERIENCE:

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### FIS Global Solutions Philippines

#### Customer Service Representative (November 2016-present)

- Developed effective problem-solving skills, resulting in increased customer satisfaction.
- Identifies, researches, and resolves customer consumer cell phone issues, manages difficult or emotional customer situations, and response promptly to customer concerns.
- Resolving questions and challenges they may be having with the products and services.
- Manage large amounts of incoming phone calls
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Accounts handled: Telecommunications and Financial Accounts.

## EDUCATION:

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### THE LEWIS COLLEGE (2012-2016)

Bachelor of Science in Information Technology

## SKILLS:

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- Customer Service
- Strong phone contact handling skills and active listening
- Strong work ethic, Perseverance and motivation
- Highly organized and efficient
- Problem-solving skills
- Eyes to details
- Communication Skills
- Ability to multi-task, prioritize, and manage time effectively
- Effective Time Management
- Ability to Work Under Pressure
- Customer orientation and ability to adapt/respond to different types of characters