



VERONICA SANTOS

CUSTOMER SERVICE REPRESENTATIVE



PROFILE INFO

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.



WORK EXPERIENCE



Financial Analyst

2022 - Present

Civil Aeronautics Board

- Conducts evaluation of financial viability of stakeholders, collected data and developed detailed spreadsheets to identify trends and create revenue, profitability, and expense forecasts. (airlines and airfreight forwarders)
- Analyses consolidate and verify Financial Reports; and effective auditing procedures relating to the reliability and correctness of accounting and financial reporting.
- Participated in client meetings to discuss financial analysis and investment strategies.



Customer Service Representative

2018 - 2021

Metropolitan Bank & Trust Company

- Provided primary customer support to internal and external customers.
- Responded to customer requests for products, services, and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Updated account information to maintain customer records.



MY SKILLS & EXPERTISE

Customer service



Professionalism



Communication Skills



Administrative support



Detail Oriented



Flexible and Adaptable



MY REFERENCE

Anthony Cerda

2 Clowes St. Ajax Ontario

L1Z 0K9

#416 457 3135



CONTACT



Phone

(+63) 916-584-6620



Email

veronicaasantos98@gmail.com



Address

172- B Teofilo Village Tagpos
Binangonan Rizal,
Philippines 1940



EDUCATION



2014 - 2018

Bachelor of Science in
Business Administration
Major in Banking and
Finance

Jose Rizal University

- Awarded Cum Laude



LANGUAGE

• English

