

JONA MAE DIAMANTE

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ABOUT ME

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:

FIS Global Solutions Philippines

Customer Service Representative (November 2016-June 2023)

- 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:

THE LEWIS COLLEGE (2012-2016)

Bachelor of Science in Information Technology

SKILLS:

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| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 |
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