



# DUMA-OG, CLEODEN RICO

Customer Service Representative

## PROFILE

Hardworking Customer Service Representative bringing 4 years and 3 months of experience meeting customer needs. Skilled in listening to customers, meeting productive targets and maintaining current knowledge of company offerings. Offering empathy, reliability and enthusiasm for meeting the satisfaction of the customers. I am accomplished creative professional with a proven track record in all aspects of the creative process: conceptualization, planning and execution.

## CONTACT

PHONE:  
+639 33451 8872

HOME ADDRESS:  
House # 15 Door #3 santo niño village,  
Davao City

EMAIL:  
Dumaogc@gmail.com

## HOBBIES

Reading  
Watching movies  
Fixing motorcycle

## EDUCATION

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**Danipas National HighSchool**  
2008 - 2009

**University of Southeastern Philippines - Bislig Campus**  
2009 – 2010  
Bachelor of Science in Mechanical Engineering

**De La Salle John Bosco College**  
2010-2012  
Automotive Technology

## WORK EXPERIENCE

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**Sakura Ferrolloys Projects Sdn Bhd MALAYSIA**  
December 2013 – November 2016

**VXI GLOBAL HOLDINGS | CUSTOMER SERVICE REPRESENTATIVE (AGENT 3)**  
September 2017– July 2022

## SKILLS

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- Good communication skills
- Flexible and adaptable
- Positive attitude: Creating a positive work environment
- Goal-oriented: Result achiever, meeting deadlines
- People-oriented: Customer service skills and Process improvement