



JEAN DARYLL MENDOZA

CUSTOMER SERVICE REPRESENTATIVE

ABOUT MYSELF

To secure a responsible career opportunity to fully utilize my training and skills while making a significant contribution to the success of the company.

EXPERIENCE

ALORICA | FEBRUARY 2017 – OCTOBER 2019

- **CUSTOMER SERVICE REPRESENTATIVE**

T-MOBILE | Maintain customer accounts and record account information. Handling customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.

- **TECHNICAL SUPPORT REPRESENTATIVE**

T-MOBILE | Handling Troubleshootings on customer phones, data connections.

TELETECH | SEPTEMBER 2021–DECEMBER 2021

- **CUSTOMER SERVICE REPRESENTATIVE**

T-MOBILE | Maintain customer accounts and record account information. Handling customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.

TaskUS | JANUARY 2022– PRESENT

Handled Retail Account and Currently on Food Delivery Account. Assist customer in placing orders, handling after sales questions, complaints, fulfilling refunds.

EDUCATION

2008

SINAPANGAN ELEMENTARY SCHOOL
Sinapangan Sur, Bangar, La Union 2519

2012

REGIONAL SCIENCE HIGH SCHOOL for REGION I
Ma. Cristina East, Bangar, La Union

2016

SAINT LOUIS COLLEGE
Bachelor of Science in Business Administration
Major in Financial Management
San Fernando City, La Union, 2500

MY CONTACT

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Email

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Address

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Sur, Bangar, La Union,
Philippines 2519

EXPERTISE

- Oral and written communication skills
- Computer Proficiency
- Critical Thinking and Problem Solving
- Professionalism and strong work ethic

REFERENCE

Antonio Ramos Jr

Team Leader- TaskUS

Phone

+63 917 131 1218