

OLYMPIO CONRADO MUNOZ SISON

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📍 99A Dangay St. Project 7, Veteran's Village, Quezon City
0996 Purok 4, Mangan Vaca, Subic, Zambales

OBJECTIVES

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

WORK EXPERIENCE

COMPANY: VXI GLOBAL HOLDINGS PHILIPPINES

ADDRESS: Quezon City, Philippines

POSITION: Technical Support Executive

DURATION: January 14, 2021 – Present

- ❖ We provide excellent customer service and technical support over the phone.
- ❖ We troubleshoot issues with our customer's Cable, Internet and phone services and schedule a dispatch if needed.
- ❖ I am currently employed with VXI and we are handling Comcast Telco account. We troubleshoot out customer's Internet, Cable Tv and Phone if not working. We also do upselling for mobile service.

COMPANY: Sitel Philippines

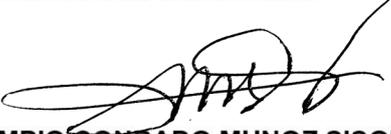
ADDRESS: NO ADDRESS

POSITION: Customer Service Representative

DURATION: Sep 2017 – Oct 2018

- ❖ Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- ❖ Responding promptly to customer inquiries.
- ❖ Communicating with customers through various channels.
- ❖ Acknowledging and resolving customer complaints.
- ❖ Processing orders, forms, applications, and requests.
- ❖ Keeping records of customer interactions, transactions, comments, and complaints.
- ❖ Communicating and coordinating with colleagues as necessary.
- ❖ We handled Comcast Billing

I HEREBY CERTIFY that the above mention is true and correct to the best of my knowledge.


OLYMPIO CONRADO MUNOZ SISON
Applicant Name



PERSONAL INFORMATION

Date of Birth: September 03, 1990
Place of Birth: San Marcelino, Zambales
Nationality: Filipino
Gender: Male
Civil Status: Single
Height: 5'2 ft.
Weight: 70 kg.
Religion: Roman Catholic
Languages: English & Filipino

QUALIFICATION SKILLS

- ❖ Excellent Communication skills
- ❖ Extremely motivated, passionate and having strong knowledge
- ❖ Dependable, Accountable, Honest and Hardworking
- ❖ Can work under minimal supervision and pressure
- ❖ Responsible for all the task assigned
- ❖ Extremely motivated and passionate in whatever to do
- ❖ Ability to stay calm under pressure
- ❖ Ambitious in a productive way

EDUCATION

TERTIARY

2012

Undergraduate, 2nd Year 1st Semester

Kolehiyo Ng Subic

Wawandue, Subic, Zambales

SECONDARY

2008

Subic National High School

Mangan Vaca, Subic, Zambales

PRIMARY

2004

San Marcelino Elementary School

Burgos, San Marcelino, Zambales