



CLEO BARTOLOME SALONGA

PROFESSIONAL SUMMARY

Seeking a challenging opportunity where I will be able to utilize my skills, educational background and ability to work well with people, which will allow me to grow personally and professionally.

PROFESSIONAL EXPERIENCE

Oct 2015-
Jan 2016

Max Profit Solutions
Customer Service Representative

- Supports customers by providing helpful information, answering questions, and responding to complaints about the subscriptions that they took advantage online.
- Adhere to scripts while handling calls to assist inquiries.
- Maintain and update customer documentation as needed.

Apr 2016-
Jan 2020

Alorica Teleservices Inc.
Customer Service Representative

- A Team of Experts dedicated to help with next-level customer care. Identifying and assessing the customer's needs to ensure they are satisfied.
- Speaking to customer's about existing and new charges.
- Maintaining customer records by updating their account information.
- Recommending products and services to suit a customer's needs.
- Helping customers about technical concerns.

Aug 2020-
May 2021

Telus International Philippines
Customer Service Representative

- -Receives inbound calls from customers and resolves service problems by clarifying the customer's concerns, determining the cause of the problem, selecting and providing the best solution and following up to ensure resolution.
- - Collaborating with other departments to further assist customers about shipment quotes and pickup schedules.
- - Escalate matters if necessary to department supervisors.

Aug 2021-
Feb 2022

Domino'S Pizza - Agents Only PH

Order Taker Associate

- Receives inbound calls from customers and take orders over the phone.
- Maintain knowledge of the menu and daily specials at all times.
- Ensure smooth communication between customer and the store.
- Process customer payments
- **Resolving customer complaints**, escalate matters if necessary to store manager and providing additional information and advice.

June 2021-
May 2022

TDCX PH

Account Specialist

- Making sure that the merchants website does not contain products and services that are prohibited on the user policy guide.
- Ensuring that the customer's accounts are not fraudulent.

Aug 2022-
Present

Ingram Micro Philippines

Customer Service Associate III

- Helping customers regarding returns and claims through emails and calls.
- Provide assistance to customers that need help from other vendors.
- Request shipping labels and other documents from different carriers.

SKILLS

- Computer Technical Skills
- Language Ability: English

EDUCATION

Pamantasan ng Lungsod ng Marikina

2013-2018

- Bachelor of Secondary Education - Major in English

CONTACT

 09617297523

 clengs45@gmail.com

 106 Santan St. Fortune Marikina City