



JHON DERICK SOLIVEN

Objective

Seeking a position, where I can utilize my knowledge and to showcase my skills and talents for the welfare's improvements.

Education

- Santiago National High School**
2011 - 2015
7th Honorable Mention
- Cavite State University**
2015 - 2018
BS Information Technology - Undergraduate

Contact

- 491 Purok 4, Brgy.Santiago General Trias, Cavite, Philippines
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Skills

Customer Service



Ability to work multi-task



Computer Knowledge



Time Efficient



Work Experience

- Alorica Philippines**
Feb 2020 - Jul 2022
Customer Experience Agent
 - Retail Account based in United States
 - Email Support and Inbound Calls
 - Helped the customer regarding issue with items, refunding, changing details to their accounts, and payments.
- TaskUS Philippines**
Jul 2022 - Oct 2022
Teammate
 - Delivery Account based in United States
 - Inbound and Outbound Calls
 - Helped a third-party which is the delivery person to complete the order of the customer.
 - Account change, order fulfillment, payments, and refunding.
- Accenture Philippines**
Oct 2022 - Present
Customer Service Associate
 - Financial/Insurance Account based in United States
 - Inbound Calls
 - Helped the customer regarding prospectuses of their insurance, payment for retirement plan, death assistance, loans, and account issues.

