

SHERWIN L. CUE

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Philippine Passport Holder

OBJECTIVE: I am a multi-skilled and dedicated Professional with a Bachelor's Degree in Information Technology. I have 1 year of total work experience in Business Process Outsourcing, industry here in the Philippines. Seeking for a job opportunity as a **Factory Worker, Fruit Picker** or **Farmer Worker**.

SKILLS SUMMARY:

Sales & Customer Service

High sense of loyalty and integrity

Clerical Skills

Organizational Skills

Basic Computer Troubleshooting

Ability to Multitask

General IT Skills

Critical and Methodical Thinking Skills

Strong Attention to Detail

Multilingual: Filipino, English and Basic Korean Languages

WORK EXPERIENCE:

Position Held : **Customer Service Representative**
Company : Sagility
Industry : Business Process Outsourcing
Location : Ortigas Avenue, Quezon City, Metro Manila, Philippines
Period : May 20, 2022 – August 9, 2023

- 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.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.

TRAINING ATTENDED:

Korean Language Course
Victorious PH
Sta. Lucia, Pasig City, Metro Manila, Philippines
2023

EDUCATION:

Tertiary:

Bachelor of Science in Information Technology
Isabela State University
Ilagan City, Isabela, Philippines
Year Graduated: 2019

Secondary:

Isabela School of Arts and Trades
Ilagan City, Isabela, Philippines
Year Graduated: 2014