

Alexander David Llames

+639998015762 | alexllames01@gmail.com | Mayorga, Leyte, Philippines 6507

PROFESSIONAL SUMMARY

As a graduate student in education program, I possess a strong academic foundation and a deep commitment to fostering successful learning environments. In addition to my academic pursuits, I have developed valuable customer service skills, enhancing my communication and interpersonal proficiencies. Additionally, my experience in agriculture has instilled in me a deep appreciation for diligence, meticulousness, and adaptability when tackling various responsibilities. As I transition into a role as a farm worker, I am eager to leverage my diverse skills, strong work ethic, and enthusiasm to contribute to the success and growth of the agricultural sector.

EDUCATION

Bachelor of Secondary Education Major in Science (GPA: 1.893)

Visayas State University

2018 August-2022 August

EXPERIENCE

Customer Service Representative

2023 September- 2023 December

ePerformax Contact Centers and BPO | Cebu, City, Philippines

- Manage incoming phone calls and respond to customer service inquiries. They address questions about products, services, and company policies.
- Assess customer needs by actively listening and understanding their concerns. They aim to achieve customer satisfaction by providing accurate information and solutions.
- Processing transactions, updating account information, and following security protocols to protect customers' financial data.

Customer Service Associate II

2022 September- 2023 August

FIS Global Solutions Philippines Inc. | Cebu, City, Philippines

- Assisting customers with account inquiries, providing information on financial products, and resolving issues or complaints to ensure customer satisfaction.
- Maintaining a professional and courteous demeanor is crucial in delivering high-quality service and upholding company policies and procedures.
- Customer service representatives must prioritize customer satisfaction and strive to address customer needs promptly and effectively.
- Adherence to protocols and guidelines helps ensure consistent and reliable service delivery to customers.

SKILLS

- Dedicated and Hardworking Individual
- Excellent farmer communication skills
- Problem-solving abilities, physical stamina, adaptability to changing weather conditions, and a strong work ethic to succeed in the agricultural industry.
- Proficient in operating agricultural machinery and equipment
- Strong knowledge of crop cultivation and livestock management
- Highly self-motivated professional with strong intrinsic drive to excel and achieve results.
- Able to prioritize tasks effectively, ensuring efficient allocation of time and resources to maximize productivity.

CERTIFICATES/AWARDS/RECOGNITIONS

- Teaching English as a Foreign Language (TEFL) 2024 March
- Top Agent (FIS Global Solutions) 2022 December-2023 March
- Excellent Employee of the Year 2023 April
- Service Awardee (Visayas State University) 2022 August
- Performer of the Year (Visayas State University) 2022 August

I hereby certify that the above information is true and correct to the best of my knowledge and ability.


ALEXANDER DAVID LLAMES
Applicant
