

APRIL MAE ALO

CUSTOMER SERVICE REPRESENTATIVE



CONTACT

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aloaprilmae29@gmail.com

Cebu City, Philippines

EDUCATION

Madridejos, University College

2018-2022

B.A. in Business Administration

AWARDS & CERTIFICATIONS

- Top Agent (Highest CSAT)
- Perfect Attendance
- Top Agent (No escalation)

SKILLS

- Email Management
- Communication
- Collaboration
- Problem-solving
- Organization and time management
- Tech Savviness
- Data Entry
- Understanding Surveillance Systems
- Observation and Alert
- Networking

PROFILE

Persistent, organized, and detail-oriented virtual assistant with a strong drive to enhance skills and contribute to organizational efficiency and productivity. Possesses excellent communication skills honed through 11 months as a Customer Service Representative and 1 year as a CCTV Analyst. Efficient in independent and collaborative work environments, dedicated to achieving high standards of performance.

WORK EXPERIENCE

Customer Service Representative

June 2022- April 2023

- Handle complaints and provide appropriate solutions.
- Work with the customer service manager to ensure proper customer service is being delivered.
- Compile reports on overall customer satisfaction
- Assist customers via live chat, email, answering inbound and outbound calls.
- Knowledgeable in CRM system.
- Updating records in database and ensure that all the records are accurate.
- Data Entry and Updating the transactions.

CCTV Analyst

May 2023- June 2024

- Monitoring more than 400 stations from US ,Canada and Australia.
- Send alert and report incidents.
- Tracked and update all the incidents reported.
- Checked all the detections from the different channels.