

Charmie Yvon R. Fronteras
Block 4 Lot 7 Deca Homes, Mulig
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CAREER OBJECTIVE

My goal is to keep growing both personally and professionally while contributing to the success of the organization. I'm motivated, dedicated, and eager to learn, and I believe in embracing challenges and expanding my skills. I aim to create collaborative environments where innovation thrives, ultimately driving excellence.

SKILLS

- Willingness to learn
- Leadership Skills
- Technical and Digital Skills
- Communication and Teamwork Skills
- Resilience

WORK EXPERIENCE

- **Customer Service Representative**
iQor
February 2023 – December 2024
 - Managed customer returns and complaints with an understanding demeanor, increasing customer brand loyalty
 - Delivered courteous service, resolved issues, and preserved customer relationships
 - Awarded agent of the Year 3 times for customer satisfaction
- **Social Security System (OJT)**
September 2022 – December 2022
 - Assessed customers' queries on online registration, DAEM, and loan payments
 - Transcribed data to worksheets and entered data into the computer to prepare documents and adjust accounts
- **Bookkeeper**
January 2022 – August 2022
 - Processed invoices, payments, payroll, and other accounting transactions promptly.
 - Accurately manage and update client information, contracts, receipts, and invoices
 - Professionally handle client inquiries and schedule appointments between the clients and the trainers

EDUCATIONAL ATTAINMENT

Tertiary: **Bachelor of Science in Business Administration**
Major in Financial Management (**Cum Laude**)
De La Salle John Bosco College
2022 – 2023

Secondary: **Accountancy, Business and Management Strand**
(With High Honor)
Mati National Comprehensive High School
2018– 2019

Primary: Mayor Luisito Garcia Rabat Jr. Memorial School
2012 – 2013

AFFILIATIONS

Customer Support
IQOR
Customer Service Representative
2023 – 2024

Junior Executive Club
De La Salle John Bosco College
Officer – President
2019-2022

Supreme Student Government
De La Salle John Bosco College
Student Council – Secretary
2019-2023

CHARACTER REFERENCE

CHRISTIAN LLOYD A. RENDON, DBA
OIC- Vice-Chancellor of Academics and Research
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