

Cesconline Rosal

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CAREER OBJECTIVE: To become a part of your company, acquire work experience, and to utilize and enhance my skills, abilities and knowledge for future opportunities.

EDUCATIONAL ATTAINMENT

TERTIARY: ICCT COLLEGES (2014- 2016)

SECONDARY: Daniel R. Aguinaldo National High School (June 2013 - March 2014)

ELEMENTARY: Pasig Central Elementary School (June 2009- March 2010)

WORK EXPERIENCE

- **Customer Service Representative (February 2024- August 2024)**
 - receive calls from drivers regarding their orders
- **Contract Reviewer in ClearSource (July 2022- December 2023)**
 - Reviews proposals for Solar company
 - Approve proposals based on the guidelines of the company
- **Travel Account Specialist in Teletech Philippines (September 2020- July 2022)**
 - Handled escalation calls from TS2 agents
 - Contacts Customers and/or Airlines as needed
 - Change and/or cancel tickets as requested by customers via phone
- **Chat Support for Travel Account in Stellar Philippines (April 2019- June**

2020)

- Change and/or cancel tickets as requested by customers
- Assists passengers via Chat, In-app, Phone and/or Messaging
- Creates booking for customers via different platforms
 - Customer Service Representative in Concentrix Philippines (July 2018-February 2019)
 - Takes call from sellers on Amazon platform
 - Tracks orders and deliveries from Amazon warehouse to Amazon sellers

PERSONAL INFORMATION

Nickname : Celine

Date of Birth : September 25, 1997

Place of Birth : Mandaluyong City Height : 5'0

Weight : 50 kgs

Religion : Christian

Father's Name : Cesar Labalan

Occupation : Promodiser

Mother's Name : Evangeline Rosal

Occupation : Customer Service Representative

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

Cesconline Rosal

Customer Service Representative