



EKIM MARIO S. FELICIANO

0945-820-9691

kimoy0604@gmail.com

Claret Drive, San Jose
Cawa-Cawa, Zamboanga
City

EDUCATION

**Bachelor of Science in
Business Administration
Major in Human
Resource Management**

Pilar College, Zamboanga City
2011 - 2015

EXPERTISE

Communication
Skills Branding
Problem Solving
Computer Literate
Typing Skills
Technical Skills

LANGUAGE

English

ABOUT ME

I am a flexible and experienced employee with excellent time management skills. I am a good communicator with proven interpersonal skills and am used to working in a team whilst also being capable of using own initiative. I am skilled in dealing with problems in a resourceful manner and negotiating to achieve beneficial agreement. I am always enthusiastic to learn and undertake new challenges.

WORK EXPERIENCE

January 2019 - January
2020 Techmahindra, Cebu

Customer Care Representative

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents. Follow communication procedures, guidelines and policies. Take the extra mile to engage customers.

January 2020 - December
2020 Sykes Asia, Cebu

Technical Support Representative

Identifies, investigates, and resolves users' problems with Internet issues. Fields support calls, chat, email, and/or other communication from users with inquiries regarding Internet issues and similar concerns.

January 2021 - June
2023 Virtus BPO

Appointment Setter

Appointment setters will be responsible for identifying potential clients, reaching them on the phone, and scheduling an appointment for a sales representative for a follow-up visit, either in person or via telephone.

REFERENCES

ALLEN LEDESMA
Interactech Solutions Inc,
Spanish Bilingual Client Support
Associate
Phone: 09367132014

HARVEY COLAO
Sykes Asia, Account Team Leader
Phone: 09219214129

MYLES EMPACIS
Web Developer
Phone: 09760428018