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| **BILLY JOE TABANAN MONES**  B21 L28 Florida Street Tierra Grande Village  09171599862  [*billymones31@gmail.com*](mailto:billymones31@gmail.com) */* [*billymones31@yahoo.com*](mailto:billymones31@yahoo.com) |  |

**Objective** - To obtain a position that will enable me to use my strong organizational skills, educational background and ability to work well with people.

**QUALIFICATION SUMMARY**

* Customer service-oriented skills – Ability to deal with irate customers using excellent interpersonal communication skills.
* Understands new concepts easily – Quick learner.
* Ability to handle stress.
* Computer literate.
* Reliable.
* Flexible.
* Took a customer service training course.

**PERSONAL BACKGROUND**

Age : 27yrs. old

Birthday : October 31, 1995

Birthplace : Manggahan General Trias Cavite

Civil Status : Single

Height : 5’3

Citizenship : Filipino

Religion : Roman Catholic

Sex : Male

**EDUCATIONAL BACKGROUND**

Undergraduate

2nd year in Santa Isabel College-Manila

BS Information Technology

**WORK EXPERIENCE**:

NCH Customer Service Advisor (2021 -up to present)

Double Dragon Macapagal Avenue.

Pasay City

TELUS International Philippines Account Specialist (2016-2019)

EDSA corner McKinley Road,

San Lorenzo, Makati

1200 Metro Manila

Main Responsibilities

* Established and maintained contacts with new and existing customers as per the direction of the supervisor.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.
* Providing troubleshooting for application in App store in IOS and Google store in Playstore.
* Handles bill inquiries and providing assistance in payments.

VXI Makati Customer Service Representative (2015-2016)

G/F SM Cyber Two Bldg.,

EDSA Buendia, Makati,

1226 Metro Manila

Main Responsibilities

* Transferred urgent calls to the required departments quickly and accurately.
* Taking inbound and outbound calls from the customers.
* Achieved set targets of the firm by the stipulated deadline.
* Helping customers for troubleshooting in Telecommunication products.
* Upselling the telecommunications products such as Plans, Device and Accounts.

Jollibee Foods Corporation Service Crew (2013-2015)

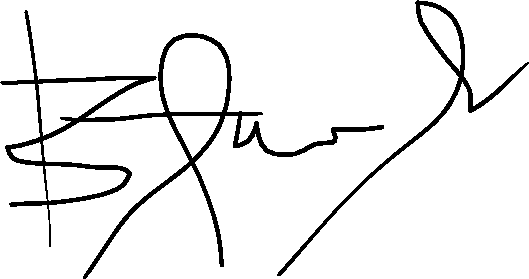
Main Responsibilities

* Provide customer service and helped customers place new orders easily.
* Forwarded important and serious matters to the seniors.

**CHARACTER REFERENCES**

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| --- | --- |
| Sherlyn Pedraya | 09392843777 |
| Benedict A. Armea | 09778103985 |
| Frisco R. Tejada Jr | 09303638462 |

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



Billy Joe T. Mones Applicant’s Signature