

BILLY JOE TABANAN MONES

B21 L28 Florida Street Tierra Grande Village

09171599862

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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
Double Dragon Macapagal Avenue.
Pasay City

Customer Service Advisor (2021 -up to present)

TELUS International Philippines
EDSA corner McKinley Road,
San Lorenzo, Makati
1200 Metro Manila

Account Specialist (2016-2019)

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
G/F SM Cyber Two Bldg.,
EDSA Buendia, Makati,
1226 Metro Manila

Customer Service Representative (2015-2016)

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

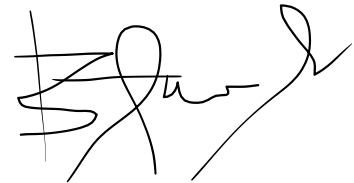
- Provide customer service and helped customers place new orders easily.
- Forwarded important and serious matters to the seniors.

CHARACTER REFERENCES

Sherlyn Pedraya
Benedict A. Armea
Frisco R. Tejada Jr

09392843777
09778103985
09303638462

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

A handwritten signature in black ink, appearing to read 'Billy Joe T. Mones', with a stylized flourish at the end.

Billy Joe T. Mones
Applicant's Signature