

Julina Bitoy Flores



PERSONAL INFORMATION

Address: Cagayan de Oro City, Northern Mindanao
Birthdate: July 18, 1997
Civil Status: Single
Gender: Female
Nationality: Filipino
Email: julinaflores12@gmail.com
Mobile: 09275315578

WORK EXPERIENCE

2022 May to 2022 August	Ubiquity Global Services Philippines Inc.	
	Position:	Customer Services Representative
	Industry:	Financial Account
	Nature of Work:	Overdrawn, Bank terms and Conditions, Charged Back, Stop Payment, Benefits, Credit Score
2020 Mar to 2022 Mar	Teleperformance CDO	
	Position:	Customer Services Representative Senior Technical Support Team Leader Intern
	Industry:	Telecommunication
	Nature of Work:	Troubleshooting Mobile Network Services, Sales, Billing, Retention.
2018 Oct to 2020 Feb	VXI Davao	
	Position:	Customer Services Representative
	Industry:	Transportation Account
	Nature of Work:	Tracking Location for Uber Application, Scheduling Rides for Uber Application, Assisting Billing Concerns, Assisting Driver Concerns.

EDUCATION

2016 Feb

Some College (But did not graduate)

PHINMA Cagayan De Oro College

Major: Bachelor Of Science In Education Major In Mathematics

Field of Study: Education/Teaching/Training

SKILLS

- Analytic Skills
- Calm Under Pressure
- Strong Communication Skills
- Attentive to Details
- Trouble Shooting Expert
- Telecommunication Basic Expert
- Sales Expert
- Empathetic to Every Situation
- Can Handle Multi-tasking

SUMMARY

- Excellent personal motivation with a proven ability to build and work collaboratively in a strong team concept environment, and independently.
- Well developed skills in prioritizing, organization, decision making, time management, and verbal/written communication skills.
- Excellent in communication and understanding customer's concern, providing quality resolutions.

REFERENCE

- **Jess Alo - BPO Supervisor**
- **Rexell Gaa – BPO Supervisor**