

MYLA O. SALAVERIA

CUSTOMER SERVICE REP TECH SUPPORT ENGR.

📍 BF Townhomes, Lapu-lapu City

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CAREER OVERVIEW

Customer Service Rep and Technical Support Engineer for almost 14 years. I've attended several trainings for customer service, communication. EQ and technical.

EDUCATION

Bachelor of Science in
Accountancy

University of San Carlos | 1998

SKILLS

- Basic computer literacy skills
- Organizational skills
- Leadership skills
- Time-management skills
- Verbal and written communication skills
- Social Media
- Zendesk
- Shopify
- Gorgias
- Slack
- Operating System maintenance

EXPERIENCE

Customer Service Rep || Technical Support Engr Level 2

CTC BPO | 2008 - 2022

- Take inbound and outbound calls.
- Send and respond to emails
- Manage and monitor trouble tickets
- Chat with clients
- Troubleshoot network equipment
- Do mock calls and assessments for Level 1 agents.
- VOIP, Network connection, Email, WLAN, LAN Troubleshooting

Technical Support Engineer

Qwest BPO | May 2023 - Current

- Take inbound calls
 - Troubleshoot Electric vehicle issues.
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