

# VIRGIL CUEVAS

Customer Service Representative



## WORK EXPERIENCE

### Mophling Solutions

#### Lead Qualifier (Outbound)

- Reaching out cold and warm leads from an outsourced to offer the insurance.
- Responsible for evaluating the prospective clients and transfer to the license specialist once they met the qualifications.
- January 2020 - December 2020

### SB Global BPO

#### Sales Representative

- Receiving calls and discussed the features and what they can see and read in the magazines & newsletters.
- Processing orders and subscribe them to the newsletters & magazines.
- Reaching out the cold & warm leads to offer the promotions once they subscribe.
- December 2020 - March 2022

### ResultsCx Lipa

#### Customer Service Representative

- Handled "Assurance Wireless" powered by T-Mobile Customer & Technical department.
- Responsible to assist the customer by troubleshooting the device and network.
- March 2022 - July 2022

### Valor Global

#### Customer Service Representative

- Responsible by answering general and technical concerns, billing and upselling.
- Doing troubleshooting and checking the network of the customers.
- September 2022 - October 2022

## EDUCATIONAL HISTORY

Saint Ignatius Academy

Bachelor of Science in Tourism Management

## ABOUT ME

I aim to contribute to customer satisfaction, build positive relationships, and drive business success. With a proven ability to handle challenging situations and exceed performance metrics, I am dedicated to delivering outstanding support and creating a positive customer experience

## CONTACT ME AT

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## SKILLS SUMMARY

- Customer-Service Oriented
- Sales
- Decision Making
- Critical Thinking
- Communication Skills
- Multi-tasking