

ANDREW DALE S. CUAÑO

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OBJECTIVE

To secure a position where I can challenge my skills and further grow while making a significant contribution to the success of the company.

EDUCATION

DE LA-SALLE COLLEGE OF SAINT BENILDE ANTIPOLO **BACHELOR OF SCIENCE IN PSYCHOLOGY**

CAINTA CATHOLIC COLLEGE **HUMANITIES AND SOCIAL SCIENCES**

EXPERIENCE

LEAD GENERATION PHONE TEAM

DATAMATICS (February 2023 - Present)

- Obtains quality emails through cold calling U.S. Based businesses and individuals that are featured in an article with accuracy through the use of phonetics.

TRAVEL EXPERT

TELETECH , INC (May 2022 - December 2022)

- Responding promptly to customer inquiries through emails and chat support
- Determining clients' needs and suggesting suitable travel packages
- Organizing travels from beginning to end, including tickets, accommodation and transportation.
- Supplying travelers with pertinent information and useful travel/holiday materials

CUSTOMER SERVICE REPRESENTATIVE/ TECHNICAL SUPPORT REPRESENTATIVE

RESULTS - CX (March 2022 - May 2022)

- Responding promptly to customer inquiries
- Keeping records of customer interactions, transactions, comments, and complaints.
- Ensure customer satisfaction and provide professional customer support
- Responsible for solving the technical problems as per the customer's requirements.

SKILLS

- Performance and scalability optimization
- Exceptional Oral and Written English and Filipino Communication Skills.
- Word Processing and Typing with .
- Ability to multitask and work in a very stressful and fast - paced environment while maintaining quality service and work performance.
- Tech, Microsoft, and Gsuite tools savvy

CHARACTER REFERENCE

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