

Mark Joseph C. Egargo

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EXPERIENCE

Aug 2019 – Jan 2020

Customer Service Representative

CONCENTRIX | CAGAYAN DE ORO PHILIPPINES

- Checking available options based on customer criteria and providing price comparisons.
- Addressing customer concerns regarding cancellations, refunds, or other booking-related problems.
- Communicating booking policies and procedures to customers clearly.

Jan 2023 – Jan 2025

Customer Service Representative

UBIQUITY GLOBAL SERVICES | CAGAYAN DE ORO PHILIPPINES

- Answer customer questions and provide account information.
- Promote self-service options like online and mobile banking.
- Resolve issues and handle complaints.

EDUCATION

2015 – 2019

University of Science and Technology of Southern Philippines

Cagayan de Oro City | Graduate

Bachelor of Science in Technology Communication Management

SKILLS

Languages	English, Filipino, Basic Spanish
Technical	Microsoft Excel, Microsoft Word, Microsoft Powerpoint, Microsoft Publisher, Basic Website Design
Others	Communication, Project Management, Interpersonal, Customer Service

PERSONAL INFORMATION

Status	Single
Date of Birth	March 7, 1999
Address	Luz Banzon Jasaan Misamis Oriental

REFERENCES

Pedro Luspo	Account Supervisor at Ubiquity
Raymond Sutacio	Account Supervisor at Concentrix