



# Gabriel Ian F. Manaog

## Summary

Excellent Customer Service Professional with one year of experience attending to customers and providing insightful service information. Talented communicator with strong conflict resolution, data entry and customer relation skills.

## My Contact

- ✉ manaog253@gmail.com
- ☎ 09298161961
- 📍 #4 Canda Street, East Bajac- Bajac, Olongapo City

## Education Background

- **Bataan Peninsula State University – Balanga Campus**  
**Bachelor of Science in Psychology**  
2019–2023
- **Gordon College – SHS**  
**Humanities and Social Sciences**  
2017–2018
- **Olongapo City National High School**  
Basic Education Program  
2013–2016
- **Olongapo City Elementary School**  
2007–2013

## Skills

- High attention to detail and accuracy
- Customer Relations
- Sales Experience
- Data Collection and Processing
- Problem-solving
- Interpersonal Skill
- Active Listening Skill
- Communication Skill
- Time Management Skill
- Effective in Computer Skills (Microsoft Word, Powerpoint, Excel)

## Work Experience

### BUWELO BPO SOLUTIONS | CUSTOMER ACCOUNT MANAGER

2023 – 2024

Key responsibilities:

- Adopt a proactive, problem-solving mindset to determine the needs of 100 customers on average per shift and effectively respond by researching, locating, and relaying the correct information.
- Answer incoming customer calls and address customer issues and inquiries
- Provide accurate information regarding the company's products and services
- Monitor customer accounts on a daily basis
- Resolve customer inquiries in a timely manner
- Handled customer inquiries via phone, email, and chat
- Provided exceptional customer service and support
- Performed data entry and account maintenance
- Assisted customers with complaints, and billing issues.
- Utilize retention tools and efforts to solve customer concerns, ultimately retaining business

### VISTA MARINA HOTEL AND RESORT | On-Call Food and Beverage Attendee

2020 – 2023

Key responsibilities:

- Greeting guests and seating guests as tables become available.
- Respond to guest complaints.
- Handling money, Issuing swaps and refunds.
- Strong familiarity with the product and the marketing objectives.
- Abilities in verbal communication

### TIMELINE MANPOWER SERVICE CORPORATION | Human Resource Assistant

July – August 2022

Key responsibilities:

- Assist Human Resources executives with clerical and administrative duties.
- Compile and keep employee records (hard and soft copies) up to date.
- Process personnel-related documentation and generate reports (staffing, recruitment, training, grievances, performance assessments, etc.)
- Handle employee inquiries about human resources issues, policies, and regulations.
- Assist with payroll preparation by giving essential data (absences, bonuses, leaves, and so on).

## Achievements

**TOP AGENT**

**Apptive Environemntal Pest Control**  
JULY 2024

**DEAN'S LISTER**

**Bachelor of Science in Psychology**  
Fourth Year, First & Second Semester, A.Y, 2022–2023  
Third Year, First Semester, A.Y, 2021–2022  
Second Year, First & Second Semester, A.Y, 2020–2021  
First Year, Second Semester, A.Y, 2019–2020

**WITH HONORS**

**Humanities and Social Sciences**  
GRADE 12, A.Y. 2018–2019  
GRADE 11, A.Y. 2017–2018

**WITH HONORS**

**Basic Education Program**  
GRADE 10, A.Y. 2016–2017

*I hereby attest that, to the best of my knowledge and belief, the information above is true and accurate.*

**Gabriel Ian F. Manaog**