

SETH JERIEL CAÑON



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Hi-way 77 Talamban Cebu City
Philippines

ABOUT ME

I'm a seasoned and creative individual with a proven track record of providing excellent customer service, along with demonstrable expertise in identifying and resolving customer requirements. With strong leadership skills, I have successfully led teams to exceed performance goals, foster collaboration, and inspire high levels of motivation and productivity.

EDUCATION

PREPARATORY SCHOOL

Bless Academy

ELEMENTARY - HIGHSCHOOL

Mabolo Christian Academy
San Isidro Parish School

SENIOR HIGHSCHOOL

University of Southern
Philippines Foundation

CERTIFICATIONS & TRAINING

- Evo Tech Leadership Training
- Maximum Impact Philippines
Leadership Training & Seminar

SKILLS

- Multitasking
- Problem-Solving
- Computer Literacy
- Strong Communication
- Written Communication
- Customer Service
- Adaptable
- Leadership
- Excel / Spreadsheets
- Data Analytics
- Data Entry

EXPERIENCE

CONCENTRIX

Technical Chat/Email Support

June 2020 -December 2020

- Assist customers with Microsoft app issues
- Troubleshoot windows and Microsoft
- Soft sell standalone apps

INTOUCH CX

Customer Service Representative
(Seasonal)

March 2023 - June 2023

- Assist customers with NETFLIX subscriptions
- Troubleshoot devices

AZPIRED

Transport Dispatch Specialist

November 2021 - August 2022

- Arrange daily trips for drivers in California USA
- Manage drivers daily trips
- Train upskilled agents
- Provide floor support for tier 1 agents
- Handle escalation calls

COGNIZANT

Customer Service Representative
(Seasonal)

August 2023 - January 2024

- Assist customers with orders
- Provide ETA for shipments

OPTUM

Provider Service Advocate

August 2022 - March 2023

- Assist Doctors and Nurses for patients insurance
- Provide information for patients insurance coverage
- Analyze insurance claims and billings

EVOTECH SOFTWARE SOLUTIONS

Recovery Specialist / Team Supervisor
January 2024 - Present

- File and monitor reimbursable cases to Amazon
- Chat & Escalate Reimbursable Cases
- Data Entry
- Data Analytics
- Cross Training and Development
- Staffing
- Create Worksheets
- Monitoring Team Performance
- Managing Resources
- Providing Guidance and Support