

About Me

I am a dedicated and people-focused customer service professional with over 3 years of experience in delivering high-quality support in fast-paced environments. I take pride in my ability to handle customer concerns with patience, empathy, and a strong attention to detail. I specialize in resolving issues efficiently while maintaining a positive and professional tone, whether through phone, chat, or email. My background at my last company has equipped me with the skills to manage complex inquiries, collaborate with internal teams, and continuously improve the customer experience.

Education

Banica Elementary School

2000-2006

Colegio Dela Purisima Conception

2007-2013

BSCE Major in MaPeh

2013-2018

Capiz State University

Work Experience

Eperformax Roxas City, Capiz Customer Service Representative December 2021- January 2025

- A Customer Service Representative (CSR) serves as the frontline connection between a company and its customers. Their primary responsibility is to ensure customers receive support, accurate information, and timely solutions to their questions or issues. The role is about maintaining positive relationships and helping customers feel heard, valued, and supported


Key Responsibilities


- Answer Inquiries: Respond to questions about products, services, policies, or orders through phone, email, chat, or social media.
- Resolve Issues: Handle complaints, troubleshoot problems, and provide effective, courteous resolutions.
- Provide Product Knowledge: Offer accurate details about offerings, guiding customers in making informed decisions.
- Process Requests: Assist with returns, refunds, exchanges, billing issues, and service changes.
- Maintain Records: Document interactions in CRM systems to track customer concerns and follow-ups.
- Follow Up: Ensure customer satisfaction after a service or issue is addressed.
- Collaborate with Teams: Work with other departments (technical, sales, shipping) to resolve complex issues.


PAULINE ALIBUAS

CUSTOMER SERVICE

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Skills

Multitasking



Problem Solving



Patience



Communication

