



# IO KRYSON CABILADAS

CUSTOMER SERVICE REPRESENTATIVE  
CALL CENTER AGENT  
OFFICE WORKS

## About Me

Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers and clients.



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Flat 303, Building 10, Hamdan St.,  
United Arab Emirates

## LANGUAGE

- English
- Filipino

## EXPERTISE

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership

## REFERENCE

Solomon Amancio  
BPO Manager, VXi Global Solution  
+639060814526

## EXPERIENCE

### CALL CENTER AGENT VXI GLOBAL SOLUTIONS 2nd Floor Robinsons Cybergate, Davao City, Philippines 2020-2022

- Contacting potential or existing customers to inform them about a product or service using scripts.
- Answering questions about products or the company. Asking questions to understand customer requirements and close sales.
- Promote sales of properties through advertisements and participation in multiple listing services.

### CALL CENTER AGENT SUTHERLAND DAVAO Quirino st. Davao city, Philippines 2016-2020

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.

## EDUCATION

UNIVERSITY OF MINDANAO  
Bachelor of Information Technology  
College Level

## SKILLS SUMMARY

Team Player

90%

Negotiation

91%