



Aika-neth Sofia Silva



About Me

Intend to build a career in an innovative and challenging environment where I can possess and utilize my excellent organizational, interpersonal, and communication skills which can add value for the success of an organization.



Contact

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Purok Riverside, Sampao, Isulan, Sultan Kudarat



Skills

- Plenty of initiative and can work unsupervised
- Good communication skills
- Computer literate
- Proficient at MS Excel, MS Word and MS Powerpoint
- A goal-oriented individual with the ability to multi-task efficiently
- Ability to remain calm under pressure



Education

SULTAN KUDARAT STATE UNIVERSITY-SCIENCE LABORATORY HIGH SCHOOL
Tacurong City, Mindanao, Philippines



Trainings and Seminars Attended

NATIONAL CERTIFICATE II IN COMPUTER SYSTEMS SERVICING
Tacurong City, Sultan Kudarat

EXCEPTIONAL CUSTOMER SERVICE TRAINING
Davao City, Davao del Sur



Experience

Customer Service Representative

QMENU INC. | OCTOBER 2022- MAY 2023

- Handles customers' and restaurants' concerns
- Updates restaurants' menus and store information
- Manage incoming calls, Emails, SMS and customer service inquiries
- Keep records of customer interactions, process customer accounts and file documents

Customer Service Representative

AGENTS ONLY TECHNOLOGIES INC. | FEBRUARY 2022- SEPTEMBER 2022

- Gives customers an exceptional service.
- Takes orders from a Pizza Chain Dominos all over United States
- Building rapport with the customers
- Applies critical thinking and has the ability to control the call to achieve efficiency
- Creating customer advocacy by delivering seamless customer experience.

Virtual Assistant - Appointment Setter

START VIRTUAL | OCTOBER 2021- FEBRUARY 2022

- Scheduling a consultation between the prospective Client and the Investor
- Calling prospective Clients using a list of numbers provided
- Familiarizing the importance of the Four Pillars in Real Estate Industry.

Customer Service Representative

UNIVERSAL STOREFRONT SERVICES CORPORATION | FEBRUARY 2014- MAY 2021

- Maintaining a positive, empathetic and professional attitude towards customers at all times
- Responding promptly to customers' inquiries
- Acknowledging and resolving customers' complaints
- Providing feedback on the efficiency of the customer service process
- Ensure customer's satisfaction and provide professional customer support.