

ROSEMARIE BORLAGDATAN

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OBJECTIVE

As a fresh job seeker, I seriously take my personality to where my mouth is towards my new career path in life. I'm young, sincere, spontaneous and all well out in pursuing my dream to become an excellent employee. I, myself believes that aiming on high reputable career is always a possible and doable thing in life ahead, just work and focus on it.

EDUCATIONAL BACKGROUND

BACHELORS OF SCIENCE IN COMPUTER SCIENCE

CSU - Cavite State University
Bacoor Campus, Philippines
September 2023

PERSONAL INFORMATION

Sex	:	Female
Date of Birth	:	September 15, 1999
Place of Birth	:	Muntinlupa City
Civil Status	:	Single
Nationality	:	Filipino
Height	:	4'7" ft/ in
Weight	:	101 lbs.
Religion	:	Roman Catholic
Language/s	:	Tagalog and English
Characteristics	:	Family Oriented • Good Team Player • Can handle stress • Can work with minimal supervision • Dynamic and enthusiastic • Flexible • Can provide End-user consultation and training • Honest • Responsible.

WORK EXPERIENCE

Foundever Asia, Inc. – Customer Service Representative

Dec 2023 – June 2024

- First level contact of support
- Providing basic technical support and troubleshooting via telephony

- Following up with customers to ensure their concerns are resolved and their needs are met
 - Assisting customers with their inquiries, issues or requests
 - Resolving customer complaints, issues and concerns in a timely manner to ensure customer satisfaction
 - Handling customer orders including taking orders, processing payments, and ensuring accurate shipment and delivery
 - Providing accurate information about products, services, policies, and procedures to customers
 - Assisting customers with billing inquiries, processing payments and managing customer accounts
 - Accurately documenting customer interactions and transactions
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SKILLS & KNOWLEDGE

IT Knowledge:

HTML | CSS | PHP | BootStrap | Basic JAVA | Netbeans | Proficiency with CRM Systems | Basic Computer Troubleshooting and Assembling Skills| MSOffice Suite knowledge | Windows OS installation and configuration | Basic Wifi AP Router Configuration | Basic Network Configuration

Management:

Account Management | Data Entry and Documentation | Communication Skills | Problem-Solving and Critical Thinking | Time Management and Prioritization | Active Listening and Empathy | Continuous Learning.

REFERENCES

Charles Paul N. Pilar

Engineering Project Officer
Line & Light Maintenance Office
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