



## PROFILE

A dedicated customer service representative, whose passion is problem-solving and decision-making, with a year and a half of experience in customer support, where I always aim to give my best in order to be an effective employee and representative that follows my company's set of rules and knows how to set her priorities/responsibilities. Always try to be pushed herself beyond her limits to achieve new records.

## CONTACT

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## HOBBIES

Cooking/Baking  
Reading  
Watching documentaries

# ELYSSA ELAINE G. SANTOS

CUSTOMER SERVICE REPRESENTATIVE

## EDUCATION

### Virgen Delas Flores High School

2011 – 2015

Has a competitive average for every grading in each lesson.

### San Jose Elementary School

2004 - 2011

Never failed to surprise my teachers with my grade results.

## WORK EXPERIENCE

### Teletech

May 2021 – June 2022

Take in calls to answer customers billing inquiries and account changes.

### 51Talk

January 2022 – Present (Part-time)

Conduct a fun and engaging lesson that aims to enhance my student's English comprehension ability.

### Agents Only

May 2022 – September 2022

Assist callers in successfully placing an accurate order in a short time.

## SKILLS

