



PHILIP CARL S. SAILE

CUSTOMER SERVICE REPRESENTATIVE

PROFILE

To utilize and enhance the skills I have obtained from my previous company and share them that I will be affiliating with. To obtain a position that will enable me to use my strong organizational skills, and ability to work well with people and to grow in my chosen profession the best possible.

CONTACT

PHONE:
+63 969 369 4186

LINKEDIN:
[linkedin.com/in/philip-carl-saile-0a3a79210](https://www.linkedin.com/in/philip-carl-saile-0a3a79210)

EMAIL:
jgmphilip@gmail.com

Personal details:
Birthday: August 6, 1992
Religion: Born Again Christian
Hobbies:

- Badminton
- Love to sing
- Video Editing
- Cycling
- Running
- Photography
- Singing and Dancing

EDUCATION

Tertiary: Bachelor of Science in Hospitality Management
Asian College of Technology – Cebu City
Corner Leon Kilat, P. del Rosario Street, Cebu City
2012-2013

Secondary: Abellana National School
Osmeña Blvd. Cebu City
2008-2009

Primary: Lahug Elementary School
Gorordo Ave., Lahug, Cebu City
2004-2005

WORK EXPERIENCE

SYNCHRONY – Tech MOD Specialist

MAY 2021 – Present

- Taking inbound calls
- Troubleshoot employee's software/hardware issues
- Outbound calls for follow up
- Create/resolve open tickets
- Educate employee's workstation setup
- Perform research

SYNCHRONY – Customer Service Representative

SEPTEMBER 2017 – MAY 2021

- Taking inbound calls
- Educate consumers about the credit card billing
- Assist with the credit card concerns and requests
- Provide the result of the credit card application

WIPRO – Healthcare Provider Services

AUGUST 2015 – MAY 2017

- Taking inbound calls from US Providers
- Provide the coverage of patient's Health Insurance
- Assist with the status of the claim and if there are any additional docs needed

Teleperformance Inc. Cebu - Customer Support Representative

AUGUST 2013 – AUGUST 2015

- Taking inbound calls
- Provide services of customer's magazine subscription
- Provide the status of the delivery
- Troubleshoot customer's digital magazine issues

SKILLS

- **Human Skills** – the ability to interact and motivate
- **Technical Skills** – the knowledge and proficiency in the trade.
- **Conceptual Skills** – the ability to understand concepts, develop ideas, and implement strategies.
- **Creative Skills** – good at problem-solving, writing, visual art (photo and video editing), communication skills, and open-mindedness.

CERTIFICATES & ACHIEVEMENTS

- **CLUB 100** - 8 weeks of consistently generating 100% surveys
- **PERFECT ATTENDANCE AWARDEE**
- **OUTSTANDING ATTENDANCE AWARDEE**
- **QCAL MAVEN** - QCAL top 1 performer for SCWM - Cebu for the month of June 2018 & Nov 20
- **VOC Champ** - Over 100% of 36 surveys in the month of January 2019
- **MVP (TOP CSR)** – for October 2019
- **SCWM Rank 10 CSR** - for Q4 2019
- **TECH MOD Top Performer** - Q2 2021

REFERENCE

Name : Karla Marie Biñan
 Position : Executive Virtual Assistant
 Company : Supporting Enterprises Inc.
 Contact # : 09957687593
 Email Address : mariebinan@gmail.com.au

Name : Danielle D. Solon
 Position : Managing Director | Owner | CEO
 Company : Future Systems (Aust.) Ltd Pty
 Contact # : +61 4034 01479
 Email Address : kennedys@futuresystems.com.au

Name : Joan Paulette Banzo
 Position : CEO | Manager
 Company : Diamond Media Press Co.
 Contact # : 09173166266
 Email Address : choibanz23@yahoo.com

Name : Annalyn Grace A. Biñan
 Position : COO
 Company : Diamond Media Press Co.
 Contact # : 09474556661
 Email Address : annalyngracebinan@gmail.com

