

EGLEN HANGALAY

COSTUMER SERVICE REPRESENTATIVE

I'm a Customer Service Agent with considerable experience in answering inbound messages from customers, writing emails, responding to job related queries (general payroll inquiries and timestamps).



EXPERIENCE

2021-2022

Concentrix Company

ADVISOR I- BLENDED SUPPORT

- Answer inbound messages and generate replies to customers' inquiry
- Understand the customer's problem and identify the correct Standard Operating Procedure to solve problems.
- Develop a good repertoire for the customer to generate good report.

2017-2019

Local Government Unit

- Execute company's instructions on paper works.
- Input items purchased in Excel.
- Keep and arrange invoices and receipts from company's purchases of materials.

CONTACT



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Manolo Fortich, Bukidnon Phillippines

EDUCATION

2013-2014

Central Mindanao University

1 year Business Administration

2015-2018

Northern Bukidnon Community College

Bachelor's Degree in Education

SKILLS

Good communication



Problem Solving



Written communication/Email Support



Independent and flexible

