

DUNHILL MAGPILY JOLO

Current Address : Tower1 Unit 3538 Light Residences Mandaluyong City

Permanent Address: 051 Sitio Mapagmahal Brgy Pagsawitan Sta Cruz Laguna

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Qualifications:

- Excellent interpersonal skills, ability to work well with others, in both supervisory or support staff roles.
- A person who believes that everything can be attained by hard work and failures can be overcome through determination.
- Willing to work with others as a team to achieve the best results of works.
- Able to analyze any given task before giving a recommendation after getting the conclusion.

Working Experience:

AG Globe Services Inc.,

Duration: April 2021 – April 2022

Position: Human Resources Office Administrator

Coordinating office activities and operations to secure efficiency and compliance to company policies

Supervising administrative staff and dividing responsibilities to ensure performance

Keep stock of office supplies and place orders when necessary

Convergys

Duration: June 2016 - June 2017

Position: Chat Support Representative

- Answered high volume of customer service inquiries through chat. Assisted customers with items, including: pricing, order status, service package, and delivery timeline.
- Provided proactive service in addressing problems with a dedication to providing excellent service. Demonstrated excellent follow-through with customers and recognized for customer satisfaction.
- Managed time effectively and worked closely with other members of the team. Presented a professional image to customers and vendors. Treated all customers with the utmost respect and professionalism.

The Results Companies

Duration: March 2015 - April 2016

Position: Customer Service Representative

- Consistently provided efficient customer service and delivered personalized client interactions.
- Talked about security to the team. Constantly alerted for potential fraudulent activity and/or bank theft.
- Developed interpersonal skills and perfected multiple approaches to verbal communication with clients.

TechMahindra Vcustomer

Duration: October 2014 – January 2015

Position: Customer Service Representative

- Handled incoming calls, answered billing questions, made changes to packages, and arranging installations for new customers or current customers by adding a new line of service.
- Perform the task of handling cash or credit card payments as well as ensuring credit card payments are verified to ensure the reliability of purchases.

DIRECTO PHILIPPINES

Duration: February 6, 2014 – September 9, 2014

Position: Sales Representative

- Provided outstanding account management—developing and closing sales opportunities in the market.
- Learned how to maximize sales through effectively prospecting. Attended sales meetings as required.

Educational Background:

- **AMA College**
Santa Cruz Laguna
BS- Psychology 2018
- 2020