



ZERAH JOY BORBAJO

Customer Support Associate

My Contact

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Mandaue City, Cebu,
Philippines

Hard Skill

- Digital awareness
- Customer management
- Product and procedure expertise
- Analytical understanding

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

- University of Cebu- Banilad
Bachelor of Science in Hotel and Restaurant Management
Completed in 2015
- Data Science and Technology Corporation
Certificate in Hospitality Technology Courseware using MICROS OPERA Property Management System
Completed in 2014

About Me

Dedicated and goal-oriented individual with 7 years of working experience. Eager to learn and flexible enough to know about the given role. Handles inbound and outbound calls, and follows up with clients for a unified goal of providing great customer service.

Professional Experience

Beehive Support Services | Note Taker Part-time

2023 – Present

Key responsibilities:

- Transcribing audios
- Keen to details
- Prepare reports on the above information and communicate the insights of these reports to the broader business

B.B Trucking Services | Office Secretary

2020 – 2023

Key responsibilities:

- Looked at financial performance and identified trends
- Explored various opportunities
- Reports and setting schedules
- Attends meetings

Concentrix | Customer Support Associate

2016 – 2019

Key responsibilities:

- Analyzed customer concerns
- Handles customer complaints
- Provide appropriate solutions
- Email support
- Keep records of customer interaction
- Follow Communication procedures and policies

Achievements

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| 2012 | Completed the required 500 hours of OJT in an international pizza parlor. |
| 2015 | Completed the required 1000 hours of OJT in Crimson Resort and Spa.
Awarded as the Most Outstanding OJT of the Year |
| 2016 | Awarded as the Site Champion for the first 6 months of being employed with Sprint Corporation under COncentrix |