

# Crister Lisondra

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## Summary

An experienced professional seeking an opportunity to use my background in data analysis and market trend research. I am a dedicated and detail-oriented marketing specialist looking for an opportunity to expand my professional skill set. I have a strong technical and customer service background that became my edge in my previous employment.

## Experience



### **Social Media Engagement/ Coordinator Specialist**

Innovatera Information Technology Consultancy.

June 1, 2022 - August 2023

Responsible for overseeing a client's interactions with the public by implementing social media platforms' content strategies. Their duties include analyzing engagement data, identifying trends in customer interactions, and planning digital campaigns to build community online.



### **Content Moderator/ Auditor**

Staff Me

Apr 2021 - Mar 2022 (1 year)

Responsible for user-generated content submitted to an online platform, making sure that items are placed in the right category, are free from scams, and doesn't include any illegal activities. The position includes auditing and account verification to avoid violations.



### **Customer Service Specialist**

Infocom

Feb 2019 - Mar 2021 (2 years 5 months)

Resolve customers' concerns and answer customers' questions to your best ability. Maintain a positive attitude and calmly respond to customers' complaints. Open new customer accounts. Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise.



### **Information Technology Support**

Department of Justice

May 2018 - Dec 2018 (8 months)

Support and maintain in-house computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance.



## **Customer Support Staff**

D1 Store Company

August 21, 2023 - Present

Provided exceptional customer service, resolving inquiries, concerns, and issues promptly and efficiently.

Assisted customers in understanding product offerings and made personalized recommendations to enhance their shopping experience.

Managed email communications, ensuring timely responses and addressing customer inquiries effectively.

Handled live chat support, engaging with customers in real-time to address their needs and provide assistance.

Performed various backend tasks to support customer service operations, such as data entry and administrative duties.

Maintained a positive attitude while handling customer complaints and ensured their satisfaction with timely solutions.

Opened new customer accounts and actively promoted the company's products and services.

Collaborated with cross-functional teams to address customer-related challenges and improve overall customer satisfaction.

## **Education**



**AMA University**

Bachelor of Science in Information Technology

## **Skills**

Customer Experience • Customer Service • Data Entry • Virtualization • Customer Support

