

Edcel M. Arat Jr

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CAREER OBJECTIVE

To be a part of your company that would enhance and apply my knowledge and skills especially in fields suitable to my qualification.

PERSONAL INFORMATION

Date of Birth : September 18, 1996
Age : 27
Gender : Male
Civil Status : Single
Height : 5'8
Weight : 75 kls.
Nationality : Filipino

EDUCATIONAL BACKGROUND

Tertiary:

Polytechnic University of the Philippines

(Bachelor of Science in Business Administration Major in Human Resource Management)

Graduated: May 2019

ANTONIO A. MACEDA INTEGRATED SCHOOL

Year Graduated: 2015 (Third Honorable Mention)

Elementary

Padre Burgos Elementary School

Year Graduated: 2009

WORKING EXPERIENCE

Sterling Talent Solutions – Senior Customer Service/SME – June 15, 2019 – Oct 29, 2023

Sterling Talent Solutions is a BPO company that has different accounts with different countries. As Admin CSR my role is the following:

1. **Scheduling and Coordination:** I schedule meetings, appointments, and coordinate travel arrangements for employees, ensuring that schedules are organized and efficient.
2. **Data Entry and Record-Keeping:** My role requires me to handle data entry tasks, maintain records, and files to support both administrative and customer service functions.
3. **Communication:** As a point of contact, I answer phones and emails, direct inquiries, and communicate with both internal and external stakeholders.
4. **Customer Support:** I am also providing customer support, addressing inquiries, resolving issues, and ensuring customers receive assistance and are satisfied with the service.
5. **Product Knowledge:** Having a good understanding of the products or services of our company offers helps me assist customers more effectively.
6. **Problem-Solving:** I am responsible for solving customer complaints and issues professionally and efficiently.
7. **Documentation:** I make sure to document customer interactions, including issues and resolutions, this is crucial to maintain records and improve customer service.

REFERENCES

Reference is available upon request.