



MA.CECILIA LOPEZ

CUSTOMER SERVICE REPRESENTATIVE

SUMMARY

Customer Service Representative with 4 years of experience in mobile services , technical support and reservation specialist. Familiar with customer service software and conflict resolutions. To obtain a challenging and responsible position in an oriented company that offers significant responsibilities and opportunities for career growth and advancement.

CONTACT

- ✉ +639949790328
- ☎ cicime40@gmail.com
- 📍 Brgy.Guinhalaran silay city
- 🌐 linkedin : cicime40@gmail.com

EDUCATION

- **Riverside college bacolod 2012**
 - Caregiving
 - **La consolacion college 2004**
 - Bachelor of Science and Hospitality Management
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SKILLS

- Critical thinking
- Effective communication
- Ability to work well under pressure
- Technical knowledge.
- Interpersonal skills

WORK EXPERIENCE

IQOR BACOLOD 2024

- Customer Service Assistant FRONTIER AIRLINE
Handles customer interaction for an organization and resolving customer complaints, responding to phone. Call and email requests and maintaining customer service records. We provide customers with baggage assistance. Confirm travel reservations and itineraries, complete flight check-ins, and print tickets using a point-of-sale system.

IQOR BACOLOD 2022

- Customer service representative for T-MOBILE
- We manage incoming calls and customer service inquiries regarding phone. phone services, billing concerns or promo packages. Identifying and assessing customers' needs to achieve satisfaction. Ensure all calls are logged in the system for proper monitoring and closure.

Concentrix Bacolod

- Reservation specialist 2021-2022
- Someone who works in customer service and takes reservations for customers. We typically work both inbound and outbound calls for bookings as well as reservations for some hotels around the world. We assist customers over the phone, answering their questions or inquiries and organizing their travels.