



# ALGE GALE R. SILORIO

## CUSTOMER SERVICE REPRESENTATIVE

### PERSONAL PROFILE

A customer service representative with hands-on experience in all levels of communication skills, which includes dealing with different type of customers and its situations or issues, efficient in providing top-notch resolutions, and not just that but compassionate with people that surrounds me in the work place.

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### AREAS OF EXPERTISE

- Email Management
- Excellent written and verbal communication
- File or information organization
- Organize daily customers appointments and transaction.

### WORK EXPERIENCE

#### SOCIAL MEDIA SPECIALIST | GENERAL VA

KAMMBIUM | 10/18/21 - 11/20/24

- Managed my client's social media accounts, coordinated her business trips by cruise or plane and arrange her hotel bookings.
- Maintained scheduled meetings to tons of different clients around the globe.
- I also coordinated with other coaches for live media guesting.

#### FINANCE SPECIALIST

ARB Call Facilities | 08/09/21 - 09/04/23

- I managed phone and email correspondence.
  - Coordinated appointments and provided assistance to clients with their financial needs, including inquiries and transactions related to their bank accounts.
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### GET IN CONTACT

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### EDUCATION HISTORY

#### STI COLLEGE

Associate of Information Technology,  
2014 - 2016

- Major in Programming

### OTHER SKILLS

- The ability to analyze complicated customer issues.
- Can analyze and brainstorm new ideas or solutions for my valued customers.
- Detail oriented even to tiny details
- Excellent problem solver