






**CHRISTINE D. ALBA**

## Contact

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## Highlighted Skills

- Customer service
- Exceptional communication
- Resourceful and productive
- Strong work ethic
- Organizational skills
- ICT skills
- Pleasing personality and commitment to customer satisfaction
- Multitasking and flexible in work environment
- Team player, open to feedback, and quick learner
- Empathetic and patient

## Certifications

### Virtual Assistant Training

February 2021 to March 2021

## Personal Data

**Age:** 25 years old  
**Date of Birth:** October 29, 1999  
**Sex:** Female  
**Citizenship:** Filipino  
**Civil Status:** Single  
**Height:** 5'2  
**Weight:** 45 kls.  
**Religion:** Roman Catholic

## Education

### Camiguin Polytechnic State College *BTLED- ICT*

2018-2022

### Mambajao National High School

2012-2018

### Tagdo Elementary School

2006-2012

## Work Experience

### CUSTOMER SERVICE REPRESENTATIVE (CSR)

Teleperformance Philippines  
April 2024-July 2024

- Responsible for assisting customers by answering inquiries, resolving complaints, and providing product or service information.
- Handle customer concerns through various channels, such as phone, email, or chat, ensuring a positive and efficient experience. Additionally, I maintain accurate records of customer interactions and process orders or requests in a timely manner.

### SALES ASSOCIATE

Frontrow International  
July 2019 -March 2020

- Introducing promotions and opportunities to customers.
- Worked with the sales team to collaboratively reach targets and consistent meetings.
- Providing customer service