

Paolo Miguel Sison

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SKILLS

- Data Privacy and Confidentiality
- Compliance with Industry Regulations
- Customer Data Management
- Customer Service & Relationship Building
- Time Management & Organization
- Teamwork & Collaboration
- Adaptability & Resilience
- Multitasking & Time Management

EDUCATION

Tarlac State University
Tarlac City
BS in Electronics and Communications Engineering

PROFESSIONAL SUMMARY

Dedicated Customer Service professional with over 7 years of experience in delivering exceptional support. Proven ability to resolve complex issues, exceed customer expectations and thrive in fast-paced environments. Skilled in technical support, problem-solving, and effective communication, eager to leverage expertise to contribute to organizational success.

WORK HISTORY

Concentrix - March 2023 - Present
IronMountain - Customer Service Representative

- Delivered exceptional support through high volumes of inbound/outbound calls, emails, and chats, efficiently resolving customer concerns while maintaining high satisfaction levels.
- Provided expert assistance on records management, shredding, reports, billing, website issues, and service requests, supporting both customers and internal employees with timely and accurate solutions.
- Acted as a liaison between departments—regularly collaborating with transportation and operations teams to ensure smooth order fulfillment and customer service excellence.
- Received two Certificates of Appreciation for surpassing customer satisfaction targets, reflecting consistent delivery of outstanding service.

Aspire Alliance - October 2019 - February 2023
Senior Telemarketer

- Scheduled qualified appointments for prospective clients to meet with financial consultants, either in person or via video conference, contributing to increased client engagement and lead conversion rates.
- Proactively followed up with prospects to confirm upcoming appointments, ensuring attendance and reducing no-show rates through effective communication and calendar coordination.
- *Consistently met and exceeded daily and weekly outreach targets through strategic calling techniques and persuasive communication skills.*
- *Recognized for professionalism and reliability, earning commendations from supervisors for outstanding call quality and customer handling.*

Sitel - September 2018 - May 2019
DirectTV - Customer Service Representative

- Consistently exceeded performance expectations, achieving and surpassing key performance indicators (KPIs) such as customer satisfaction scores, call handling time, and first-call resolution rates.
- Recognized as a top-performing agent multiple times for providing exceptional customer service and consistently delivering outstanding results.

Sutherland - January 2018 - August 2018
Customer Service Representative

- Handled sensitive customer data with integrity and confidentiality, adhering to company policies and industry regulations.
- Processed customer requests for SIM card activation, number recharges, and mobile number portability (port-in/port-out), ensuring timely and accurate service delivery.