



DEXTER VILLAFLORES

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Troubleshooting
- Data Entry
- Multitasking
- Sales
- Attention to Detail
- Admin Tasks

TOOLS

- Zendesk
- Smart Desktop
- Microsoft Office
- Google Suite
- SalesForce

PERSONAL PROFILE

Experienced **Customer Service Representative** with 4 years of helping customers and solving problems. Skilled at communicating clearly and handling difficult situations with patience and empathy. Good at using customer service tools and managing time effectively to meet targets. Dedicated to providing great customer experiences and working well with team members.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

TELUS International | January 2022 - March 2024

- Assist client regarding their billing concerns
- Handle basic troubleshooting on hardware and network issues
- Upsell and leverage Telus products

TELEPERFORMANCE - Grubhub | October 2020 - January 2022

- Help the customers to know their details about their order.
- Call the drivers and restaurant to update the customers order
- Solve the customers complaint by granting their request as necessary.

EDUCATION HISTORY

STI COLLEGE CALOOCAN

- Bachelor of Science in Tourism Management
- ACADEMIC YEAR 2016-2019