ANGELINE NAVALES

VIRTUAL TEAMMATE

SKILLS SUMMARY

- •••• Customer Service
- •••• Data entry
- •••◦ Time Management
- •••◦ Communication
- •••◦ Office Software
- •••◦ Internet Research

TOOLS

Canva

Google Suite

Microsoft Excel

Microsoft Office

Salesforce

PERSONAL PROFILE

An experienced **Customer Service Representative** with 3 years of experience in various tasks. A detail-oriented professional with knowledge of service delivery and proven multitasking abilities that you can rely on—a passionate individual with superior skills in both team-based and independent capacities.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE
IBEX Global Solutions | 2023

- Handled high call volume with professionalism, prioritizing customer needs and achieving 100% quality assurance.
- Improve operations efficiency and customer satisfaction.

Foundever | 2022 - 2023

- Responded to customer inquiries via phone, email, and chat, providing product information and troubleshooting assistance.
- Identified customer needs and provided tailored product recommendations.

DATA ENTRY TEAMMATE
TaskUs Inc.   2021 - 2022

- Entered data quickly and accurately, maintaining attention to detail.
- Proven ability to quickly learn and adapt in remote work settings.

CUSTOMER SERVICE REPRESENTATIVE
ePerformax Contact Centers | 2020 - 2021

- Resolved customer complaints via phone while managing accounts and maintaining records.
- Attended team meetings and training to stay updated on product changes.

EDUCATION HISTORY

Philippine Normal University

- Bachelor in Mathematics Education, 2020
- Vice President - External, Student Volunteers' Organization
- Member, The PNU Math Club
- Member, PNU-DOST Scholars' Association
- Scholar, PHINMA National Scholarship