



# JOHN EDU L. ADALID

## VIRTUAL TEAMMATE



### SKILLS SUMMARY

- Customer Service
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

### TOOLS

- Asana
- Zendesk
- Microsoft Office
- Microsoft Excel
- Google Applications

### PERSONAL PROFILE

A Customer Service and Technical Representative with 8 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

### WORK EXPERIENCE

#### TECHNICAL SUPPORT - IT HELPDESK AND CSR

**Cognizant Technology Solutions | Sept 2020 - July 2024**

- Providing technical support for B2B.
- Monitoring open tickets in ServiceNow as per client specific requirements.
- Provide after sales service for retail store purchases.

#### PATIENT CARE COORDINATOR - CSR

**Optum Global Solutions | Jan 2018 - Sept 2020**

- Medication Refills
- Explanation of Benefits and Claims
- Appointment Setting

#### CUSTOMER SERVICE REPRESENTATIVE - TRAVEL ADVISOR

**Teleperformance | July 2015 - Jan 2018**

- Travel Arrangement and Coordination.
- Provide excellent customer service to hotel guest and help them out to plan their experience.

### EDUCATION HISTORY

**University of San Jose - Recoletos**

- MA in Political Science

**Mindanao State University - Main Campus**

- BS International Relations