



CHESTER GERALD ALARCON

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Communication Skills
- Problem-Solving
- Leadership
- Customer Service
- Data Entry
- Adaptability
- Technical Skills

TOOLS

- Microsoft Office
- Microsoft Excel
- Google Workspace
- Microsoft Teams
- Outlook

PERSONAL PROFILE

A Customer Service Representative with over 10 years of experience in the BPO industry, committed to delivering exceptional service and driving customer satisfaction. Adept at driving customer obsession, strong problem-solving abilities, effective communication, and knowledge of quality assurance methodologies and tools as a Quality Analyst.

WORK EXPERIENCE

RETAIL CUSTOMER SERVICE AGENT

[Alorica Philippines](#) | 2014 - 2016

- Assisting customers by answering questions about products, discussing billing transactions, handling complaints, providing shipping information, and ensuring a positive shopping experience.

QUALITY ANALYST

[Alorica Philippines](#) | 2016 - Present

- Ensures that agents are performing according to the standards of the company. This is done by monitoring and evaluating the team based on the key performance indicators (KPIs) that we have set.

EDUCATION HISTORY

[Universidad De Manila](#)

- Bachelor of Science in Business Administration Major In Management
- One Mehan Gardens, Manila 1000