

# William Carreon

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## PROFESSIONAL SUMMARY

Results-driven and customer-focused Customer Service Representative with experience handling customer inquiries, resolving concerns, and delivering excellent customer support in fast-paced BPO environments. Skilled in communication, problem-solving, active listening, and maintaining professionalism under pressure. Proven ability to build positive customer relationships, improve customer satisfaction, and provide reliable support across voice, chat, and email channels. Seeking to contribute strong customer service and communication skills to a growth-focused company.

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## CORE SKILLS

- Customer Service Support
  - Customer Relationship Management (CRM)
  - Call Handling & Resolution
  - Email & Chat Support
  - Active Listening
  - Problem Solving
  - Communication Skills
  - Conflict Resolution
  - Multitasking
  - Time Management
  - Data Entry
  - Microsoft Office Suite
  - Customer Retention Support
  - Team Collaboration
  - Adaptability
  - Attention to Detail
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# PROFESSIONAL EXPERIENCE

## Customer Service Representative / Customer Service Associate

Sutherland Global Services – Philippines  
March 2024 – December 2025

### Key Responsibilities:

- Assisted customers with inquiries, billing concerns, account updates, and service-related issues.
- Provided professional support through phone, email, and chat communication.
- Resolved customer complaints efficiently while maintaining high customer satisfaction.
- Documented customer interactions accurately in company systems and CRM tools.
- Followed company policies, scripts, and quality assurance standards.
- Handled multiple customer concerns in a fast-paced work environment.
- Collaborated with team members and supervisors to improve service quality.

### Achievements:

- Maintained strong customer satisfaction through calm and solution-focused communication.
  - Demonstrated reliability and consistency in meeting attendance and performance expectations.
  - Successfully managed high-volume customer interactions while maintaining professionalism.
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## TECHNICAL SKILLS

- Microsoft Word
  - Microsoft Excel
  - Google Workspace
  - CRM Tools
  - Email Management
  - Data Entry Systems
  - Basic Internet Research
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## ATS KEYWORDS INCLUDED

Customer Service Representative, Customer Support, Call Center, Customer Satisfaction, CRM, Communication Skills, Problem Solving, Customer Retention, Email Support, Chat Support, Call Handling, Data Entry, Customer Experience, Technical Support, Active Listening, Multitasking, Team Collaboration, Conflict Resolution.

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# REFERENCES

Available upon request.