



# Yasser Salani Yahiya

📍 Emily Homes Cabantian, Davao City Phils.

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## Work Experience

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- **Customer Service Representative**  
Iqor, Phils.  
February, 2020 - February, 2024
- **Customer Service Representative**  
Iqor, Phils.  
June, 2018 - December, 2018
- **Customer Service Representative**  
Awesome CX  
March, 2016 - August, 2016
- **Customer Service Representative**  
Convergys  
March, 2015 - August, 2015
- **Customer Service Representative**  
Sitel, Phils.  
February, 2010 - September, 2011

## Skills and Proficiencies

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- I am adaptable, trustworthy, and have outstanding time management abilities. I am a person who is positive, self-motivated, trustworthy, accountable, and hardworking. I am a seasoned team player who can adjust to any demanding situation. I work well in an environment of cooperation and on my own initiative.

## Education History

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- **Basilan State College**  
Bachelor of Science in Education major in History  
1994

## Knowledge Tools

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- CRM
- Salesforce
- Zoom
- Skype
- Helpdesk
- Excel
- Survey Monkey
- Rio
- Google Sheets
- Google Calendar

## Declaration

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I hereby declare that the details and information given above are complete and true to the best of my knowledge.

Yasser Salani Yahiya