



Emmanuel Tongol Moreño

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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

- Concentrix Daksh Services Philippines Corp.** July 2024 - Present
Advisor I
Assisting users through a messaging platform with their bank accounts typically involves providing customer support for banking-related inquiries or issues.
- AFNI Philippines** December 2022 - December 2023
Customer Service Representative
Receives chat from customers regarding their concerns with account, bills and to persuade them to purchase merchandise or services. Circulate among potential service that will benefits customer needs; Direct and coordinate details of their account.
- Teleperformance** September 2021 - October 2022
Customer Service Representative
Process and conduct service related support for e-Commerce platform by providing delivery, shipping, tracking status and account validation with specific concerns.
- Infocom Technologies** July 2020 - September 2021
Customer Service Representative
Answering and responding to inquiries, calls, emails, and chat messages from customers and colleagues. Troubleshooting computer systems. Diagnosing technological issues. Setting up accounts and providing access to computer systems.

Education

- University of Caloocan City** 2016-2020
Bachelor of Science in Information Technology

Skills

- Sales
- Team Building
- HTML
- Microsoft Office

Reference

- Andrea Obsiana - "Concentrix"**
Team Leader
andrea.obsiana@concentrix.com
09209727292

- **Ayeza Louise Ebitner - "Concentrix"**

Team Leader

ayezalouise.ebitner@concentrix.com

09100207928

- **Rochelle Gutay - "Concentrix"**

Quality Assurance

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