



MARK ANTHONY ABRASALDO

CUSTOMER SERVICE REPRESENTATIVE
ADMIN ASSISTANT
LOGISTICS COORDINATOR

CONTACT

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Tanjay City, Negros
Oriental, Philippines

EDUCATION

2018 - 2019

DIAZ COLLEGE

- Bachelor in Secondary Education

2008 - 2012

VILLAFLORES COLLEGE

- Bachelor of Arts Major in Political Science

SKILLS

- Email Management
- Public Relations
- Teamwork
- Scheduling
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English (Fluent)
- Filipino (Fluent)
- Cebuano (Fluent)
- Hiligaynon (Fluent)

PROFILE

Seeking a position where I can make a positive impact on the company by improving office efficiency, utilizing my exceptional time management skills, and tapping into my overall body of experience as a Customer Service Representative.

WORK EXPERIENCE

Cognizant Technology Solutions Phils. OCT 2023 - MAY 2026

Customer Service Representative / Process Executive (USA and CANADA)

- Process orders received through phone calls and online orders by entering details into the system with precision, ensuring accurate recording of customer's preferences, product details and special instructions.
- Provide clear and accurate information regarding product availability, pricing, promotions and delivery options.
- Resolve customer concerns and issues related to orders efficiently and professionally.
- Processing payments through Credit cards/ Debit cards/ Gift cards.

De Jesus Medical Clinic

NOV 2021 - FEB 2023

Scheduler/ Data Entry Clerk/ Admin Assistant

- Coordinating Patient's appointments.
- Make outbound calls to patients to confirm their appointments.
- Managing calls, emails and patient's records.
- Inputting data and making changes to existing data figures in data bases.

Transcom Bacolod

FEB 2021 - AUG 2021

Customer Service Representative

- Full range of customer service by phone and email - Handling of incoming calls and outgoing calls including sales calls.
- Providing customer care, sales, technical support and credit management services.
- Resolving issues and troubleshooting technical problems.
- Delivering information about our company's product offerings.
- Performing assigned customer service, telemarketing, handling customer complaints and Back Office duties.

Diesel Technic ME FZE

NOV 2012 - FEB 2016

Logistics Coordinator

- Receiving and sending of shipping documents to clients and from supplier. (invoices, Bill of Lading, Cert of Origin, Packing list, etc.)
- Monitor all inbound and outbound inventory movement.
- Releasing of the shipments to be checked by the QA Department.
- Track inventory movement and variances to ensure no inconsistency.
- Ensuring that Standard Operating Procedures are properly adhere in accordance with the company policies.

REFERENCES:

KENNETH A. ALVAREZ

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