


CUSTOMER SERVICE REPRESENTATIVE

MARK JOSEPH NAVOS SILAB



marcox033194@gmail.com |  +639947263422 | Victory, Tubay, Agusan Del Norte

SUMMARY

Helpful Customer Experience Agent, passionate about delivering exceptional customer service to promote loyal business. Motivated to maintain customer satisfaction and contribute to company success. Pleasant demeanor and excellent problem-solving skills.

WORK EXPERIENCE

Data Migration / Phone Specialist - SMA PH Newco Inc

Mar 2025 - Apr 2026

- Transfer data from one CRM system to another ensuring accuracy of records
- Extract, clean, and transform data prior to migration to maintain data integrity
- Utilize tools such as Google Sheets for data handling and analysis
- Identify and resolve data inconsistencies, duplicates, and formatting issues

Customer Experience Agent- TRANSWORLD SYSTEM INC.

Feb 2024 - Jan 2025

- Help guests or members make a hotel reservation
- Educate and proactively assist guests with the best available rates, and preferred amenities and services.
- Assist guests with their modification and/or cancelation requests in line with the processes outlined in Knowledge Base.
- Resolve customer complaints about their hotel experience

Customer Support Advisor - ENTAIN / NCH MANILA

Jan 2021 - Jan 2024

- Attend to inbound customer contact via Chat, Email, and phone using Zendesk/Salesforce
- Address concerns and questions about customer's bets, deposits, withdrawals, bet outcome and even about upcoming National Sports events.
- Take appropriate actions and measures to maintain account security and to avoid account fraud

Customer Service Representative - EPERFORMAX

May 2017 - Dec 2020

- Address queries of customers about their purchases and shipment of items.
- Professionally help customers of their disputes about delivered and undelivered items purchased.
- Address complaints from Buyers about the items they received.

EDUCATION

Bachelor of Science in Secondary Education

2012 - 2014

Northern Mindanao Institute and Colleges

2nd Year - Undergraduate

KEY SKILLS

- Teamwork
- Problem-solving
- Excel/Googlesheet (average)
- Flexibility and adaptability
- Word (average)
- Complaints handling
- Customer Service