

Fahad Udtog Abo

Customer Service Associate and Virtual Assistant

Leon Garcia, Agdao
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EXPERIENCE:

VXI Global Holdings 12 Mos. | AT&T - Mobility Sales and Services

- I handle incoming calls to help customers with mobile plans, internet, sales, and support. .

OP360 10 Mos. | Data Analyst - M&M Law Firm

- I analyze data for a law firm, helping manage and review information related to personal injury cases.

Transcom 8 Mos. | COMCAST - Customer Service Representative

- I handle customer calls, assisting with internet services, troubleshooting issues, answering questions about accounts, and helping customers choose or upgrade plans through sales support.

Sixelevn Global Services 12 Mos. | VA Law Firm - Legal Assistant

- I assist a law firm by handling chat, email, and phone communication, managing both inbound and outbound calls, and supporting clients with legal-related inquiries and tasks to personal injury cases.

IBEX Global Solutions 12 Mos. | Amazon - Customer Service Associate

- I assist Amazon customers by handling inquiries through chat, email, and phone call, related to retail orders, grocery services, and driver accounts, helping resolve issues, answer questions, and ensure a smooth customer experience.

EDUCATION:

CCNHS - Main Campus

Senior High School
HUMSS - Humanity and Social Sciences

Cotabato State University

BSBA - Marketing Management
4th Year College Undergraduate

LANGUAGE:

- Filipino and English

SKILLS:

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinker