

# Bon Vencent S. Correa

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## PROFESSIONAL SUMMARY:

A hardworking and trustworthy professional with BPO experience in customer support and merchandise sales. A strong leader and highly effective communicator, detail-oriented with a commitment to accuracy and quality work. Eager to learn, adaptable, and capable of performing well in fast-paced, high-pressure environments.

## EDUCATION:

Nueva Ecija University of Science and Technology                      2021-Present  
Bachelor of Science in Criminology

## CERTIFICATE AND AWARDS:

- Wadhvani Foundation Job Ready Employability Skills: Advanced
- Wadhvani Foundation Effective Speaking and Listening Skills Certificate
- Wadhvani Foundation Impactful Writing Skills Certificate
- Wadhvani Foundation Problem Solving and Innovation Certificate
- Wadhvani Foundation Online Communication and Data Security Certificate
- Wadhvani Foundation Customer Centricity Certificate

## WORK AND EXPERIENCE:

Sutherland Global Services Tarlac City, Philippines:

- Customer Service Representative (Fiserv, FTD, Inter Flora)  
2022-01 – 2023-08
  - Handled inbound and outbound customer inquiries via phone, email, and chat in a fast-paced environment.
  - Assisted customers with account concerns, billing issues, order tracking, and product/service information.
  - Resolved customer complaints professionally while maintaining high customer satisfaction and service quality.
  - Maintained strong communication skills to explain solutions clearly and ensure customer understanding.
  - Assisted customers with concerns regarding debit/credit card services, including card activation, replacement, and account inquiries.
  - Handled lost, stolen, or damaged card reports and processed card blocking and re-issuance requests.

## SKILLS:

- Good Communicator
- Building Rapport
- Problem Solving Skills
- Active Listener
- Adoptability and Flexibility
- Complaint Resolution
- Conflict Resolution