

VINCE ANDREI D. MACHADO

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Skills Summary

I am a skilled worker and a fast learner who can easily adapt with drastic changes in a short course of time. I can provide moral and knowledge support with teammates once I've acquired the information/process. I specialize on;

- Multitasking and handling complex cases
- Can work on any schedule
- Good on billing and payment processing systems
- Computer literacy
- Team player

Education

Degree / Date of Graduation

St. Paul College Pasig – Father Louis Chauvet Foundation School.

HUMSS – Senior High School

2019-2021

Pateros Technological College

BS Information Technology

Undergraduate

2021-2022

Experience

ResultxCX

Customer Service Representative

(Telecommunications Account) Voice

December 2022 – July 2023

Telus International Philippines

Customer Service Representative (Billing – Client facing account)

Chats, Emails, Calls, Meetings

August 2022 - June 2024

American Express

Digital Servicing Representative (Credit Card Servicing)

Chats – Dual Concurrency

August 2024 – February 2026