

JOHN PAUL BAHIA

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Address: Pooc, Talisay City, Cebu

EXPERT SKILLS

- Customer Support (Voice, Email, Chat)
- Complaint Resolution & De-escalation
- Billing & Account Management
- CRM & Multi-System Navigation
- Data Accuracy & Attention to Detail
- Multitasking & Time Management
- Strong Communication Skills

EDUCATION

Sisters of Mary School Boystown, Inc

2012-2016
Senior High School

PROFESSIONAL SUMMARY

A hardworking and efficient representative with the ability to work in intense and demanding environments, providing perseverance in my daily tasks with outstanding performance.

WORK HISTORY

Customer Service Representative (Foundever) Life Insurance December 2023 - January 2026

- Handled 50–80 inbound calls daily for billing, policy updates, and account inquiries.
- Maintained 95–100% CSAT, NPS, and First Call Resolution (FCR)
- Resolved billing discrepancies and policy-related concerns efficiently.
- Explained policy coverage, benefits, and payment details clearly.
- Maintained strict confidentiality of sensitive customer information.
- Consistent Top Agent.

Customer Service Representative (XMC Bpo) - Travel & Sales January 2023 - December 2023

- Managed 100+ daily interactions via voice, email, and chat.
- Booking tickets and Handling passenger transactions.
- Assisted with reservations, cancellations, rebooking, and itinerary changes.
- Achieved 90% + CSAT and NPS scores.
- Identified and executed upselling opportunities.
- Provided real-time resolution for travel-related concerns.

Service Crew (Jollibee)

May 2022 - December 2022

- Responsible for providing excellent customer service, taking orders, serving food and beverages, and maintaining store cleanliness.
- Collaborating seamlessly with kitchen and front-of-house staff to ensure smooth daily operations.

Mold Technician (Tamiya Philippines)

January 2016 - May 2017

- Experience with 2D and 3D CAD drafting, and basic programming languages. Hands-on skills with technical machine shop equipment lathes, milling, and grinding machines.
- Translate product designs into parting line 3D models and precise, detailed 2D drawings using CAD software.