



# Pauline Jane Pagtolon-an

## Customer Service Representative

With extensive experience in customer service, I have developed strong communication skills, a talent for resolving issues efficiently, and a commitment to delivering positive client experiences.

## Experience

### January 2022-October 2022

Panasiatic Call Centers Inc.

#### Customer Service Representative

I began my career at Panasiatic Solution Call Center Inc., where I worked for nine months as a customer service representative under Straight-Talk Wireless. My primary responsibilities included assisting customers with activating new accounts, porting phone numbers, and providing technical support. I developed strong problem-solving skills by guiding clients through troubleshooting steps and ensuring their issues were resolved efficiently. This role allowed me to strengthen my communication abilities and build confidence in handling diverse customer concerns. Overall, my experience at Panasiatic laid the foundation for my commitment to delivering excellent customer service.

### January 2023-March 2024

Concentrix

#### Technical Support with Sales

I continued my career at Concentrix, where I worked for one year and two months under the Mediacom account. My responsibilities included assisting customers with troubleshooting issues related to internet, cable, and phone services. I provided step-by-step guidance to resolve technical problems, ensuring customers regained reliable access to their services. In addition to troubleshooting, I also engaged in upselling Mediacom's products, helping customers discover solutions that enhanced their overall experience. This role allowed me to further strengthen my technical expertise, sales skills, and ability to deliver exceptional customer support.

### June 2024-October 2025

Ubiquity Global Service

#### Financial Support & Technical

I worked at Ubiquity Global Services for a total of nine months and four months, initially under the People's Trust financial account. My responsibilities included assisting customers with card activations through Canada Post and PayPower, handling disputes, and providing balance inquiries. After floating for nearly three months, I was reskilled under the Rightworks account. In this role, I assisted customers with troubleshooting QuickBooks under Intuit, including setting up their desktops to ensure proper access to QuickBooks. This experience allowed me to expand my expertise from financial services support to technical troubleshooting, strengthening both my adaptability and customer service skills.

## Contact

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## Education

2021-2025

**Bachelor of Science in Criminology**  
Bago City College

2015-2021

**Valladolid National High School**

## Expertise

- Technical Support
- Sales Representative
- Quickbooks

## Language

English

Filipino

## Reference

### Mark Bernie Menente

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