



# Mark Christian Sarte

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## Objective

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To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

## Experience

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- **Performance Golf WFH** Oct 6 2025 - May 14 2026  
Sales associate/inbound care  
Sales rep for golf equipment and training aids. Inbound customer care support
- **Concentrix (Bridgetown Exxa)** 06-19-2023 - 07-27-2025  
Apple Support Advisor Tier 2  
Handling customer issues mostly technical support for iPhones iPads AirPods and MacBooks plus iMac.  
Handles billing issues too.
- **Teletch Customer Care Novaliches** Jan 18 2022 - May 4 2023  
Telco Account CSR (Verizon)  
Helping customers with their billing concerns and provide them with the best plan that will suit their lifestyle.  
Making sure also that each and every customer is satisfied.
- **Teletch Customer Care Novaliches** Feb 24 2020 - Dec 31 2021  
Interim Team Leader (Sears Home Services)  
Always makes sure that home advisors are up to date on spills and rebuttal statements. Advisors are all coached accordingly.
- **Teletch Customer Care Novaliches** July 26 2018 - Feb 20 2020  
Sales Rep (Sears Home Services)  
Helping customers real-time schedule home appliances repairs and maintenance. Plus setting up add-ons like hvacs, floors, walls, new kitchen, etc. making the customers' home almost brand new.
- **Teletch Customer Care Novaliches** March 12 2018 - July 25 2018  
Interim Subject Matter Expert (Barnes and Noble Booksellers)  
Always available to answer queries from agents regarding process, loggings and documentations. Providing also best practices for them to follow
- **Teletch Customer Care Novaliches** Sept 12 2016 - March 9 2018  
Tech/CSR hybrid (Barnes and Noble Booksellers)  
Assisting customers thru the website and also taking orders and helping customers have their purchases delivered to their doorstep plus if discounts will be applicable discounts are given. Helping also customers navigate and troubleshoot their nook devices
- **Teletch Customer Care Novaliches** June 13 2016 - Sept 9 2016  
Interim Subject Matter Expert (Barnes and Noble Booksellers)  
Always available to answer queries from agents regarding process, loggings and documentations. Providing also best practices for them to follow
- **Teletch Customer Care Novaliches** Jan 5 2015 - June 10 2016  
Tech/CSR Hybrid (Barnes and Noble Bookseller)  
Assisting customers thru the website and also taking orders and helping customers have their purchases delivered to their doorstep plus if discounts will be applicable discounts are given. Helping also customers navigate and troubleshoot their nook devices
- **Teletch Customer Care Novaliches** Aug 17 2015 - Jan 2 2015  
Interim Subject Matter Expert (Barnes and Noble Booksellers)  
Always available to answer queries from agents regarding process, loggings and documentations. Providing also best practices for them to follow

- **Teletech Customer Care Novaliches**

Oct 25 2012 - Aug 14 2015

Tech Support Rep (Barnes and Noble Booksellers)

Helping customers do troubleshooting on their nook devices. Providing them options always in terms of their purchases or investments.

## **Education**

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- **Siena College Quezon City**

1998 - 2001

Bachelor of Science Major in Hotel and Restaurant Management

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## **Skills**

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- English proficiency both written and oral
- Problem Solver
- Can provide results even with a deadline

## **Reference**

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- **Joshell Solis - Teletech Customer Care Novaliches**

CSR

09186070605

- **Michael Fernandez - Concentrix**

Team Leader

0923 351 5793