






# ERMILITA E. MAHINAY

Applicant

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 Soong 1, Mactan Lapu-Lapu City

## EDUCATION

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Senior High School  
**Proverbs Ville Academy**  
2016-2018

Junior High School  
**Gun-ob National High School**  
2012-2016

## SKILLS

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- Time management and reliability
- Quick learner and adaptable to new processes
- Team player with positive attitude
- Detail-oriented and results-driven

## LANGUAGE

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English

## About Me

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With 6 years of experience in the BPO industry, I specialize in managing customer and technical support accounts. I take pride in delivering quality service, maintaining professionalism, and ensuring that every customer receives the best possible experience.

## WORK EXPERIENCE

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January - October 2025

### Accenture

- Handle customer inquiries about billing statements, payments, and charges.
- Identify customer needs and recommend suitable upgrades, add-ons, or service plans.

January - December 2024

### Amazon

- Greet and assist customers in finding products that meet their needs.
- Provide product information, recommendations, and ensure a positive shopping experience.
- Handle customer inquiries, complaints, and returns professionally.

June - December 2023

### Select VoiceCom (SVC) Contractual

- Reaching out to homeowners asking if they wanted to do home renovation and free quote and if they approved we will connect them to our clients.

January 2020-2022

### The Results Cx

- Handle customers who are considering canceling or leaving the service.
- Understand customer concerns and provide effective solutions to retain their business.
- Build trust and rapport to strengthen long-term customer relationships.