



JUNALYN GONATO

Email Address: junagonato@gmail.com

Phone Number: 09355171772

Education

Visayas States University –Villaba, Leyte
Bachelor of Secondary Education Major in English
Tertiary | 2019

Experiences

**Customer Service Representative IV-
Conduent Philippines- Cebu**
07/2022- 04/2025 (Reservation-Marriott)
Call Coach and a Trainer Apprentice.

- Prepared coaching logs, performance summaries, and training attendance sheets.
- Maintained organized records of agent progress, feedback sessions, and training materials.
- Delivered feedback and training instructions clearly and professionally.
- Identified gaps in agent performance and proposed actionable solutions.
- Guided new hires through onboarding and skill development.
- Coordinated coaching sessions and training schedules efficiently.
- Ensured coaching practices aligned with company policies and quality standards

**Customer Service Representative - Wipro
Philippines- Cebu**
05/2021- 07/2022 (United Airlines)

- Managed flight changes, rebooking, and special accommodation.
- Resolved booking conflicts, double entries, and system errors calmly and efficiently

**Customer Service Representative
Teleperformance Philippines – Vertis North**
07/2019-11/2020

- Handled customer account updates, billing adjustments, and service requests with accuracy
- Balanced high volumes of calls, documentation tasks, and follow-ups efficiently

Skills

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Strong organizational and time management skills.
- Excellent written and verbal communication abilities.
- Ability to prioritize tasks and meet deadlines.
- Experience with data entry and record keeping.
- Familiarity with office equipment such as printers, scanners, and copiers.
- Knowledge of office procedures and administrative tasks.
- Ability to work independently and as part of a team.
- Attention to detail and accuracy in completing tasks.
- Strong problem-solving skills and ability to handle multiple tasks simultaneously.

I certify that all information stated herein is true and correct to the best of my knowledge.


JUNALYN GONATO
Applicant's Signature