

DYAN AGORDO

Maybog, Baybay City, Leyte 6521

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Knowledgeable and dedicated customer service professional with extensive experience in ESL instruction. Team-oriented with positive demeanor and proven skills in establishing rapport with students and clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, energetic and results-oriented with exemplary passion for teaching, developing relationships and cultivating partnerships.

EXPERIENCE**AUG 2019 – MARCH 2022**

CUSTOMER SERVICE REPRESENTATIVE, CONCENTRIX
MACTAN, LAPU-LAPU CITY, CEBU

- Retail or Sales
- Technical
- Phone and Chat support

MARCH 2022 –AUGUST 2022

- ONLINE ESL TEACHER, 51TALK
- HOME-BASED
- Part-time

JULY 2022 – PRESENT

- ONLINE ESL TEACHER, WEBLIO
- HOME-BASED
- Part-time

EDUCATION

2010 - 2014

CARIDAD NATIONAL HIGH SCHOOL

CARIDAD, BAYBAY CITY, LEYTE

- 3rd Honorable mention
- Supreme Student Council officer

2015 - 2019

BACHELOR OF ARTS IN ENGLISH LANGUAGE





VISAYAS STATE UNIVESITY

- Cum Laude
- University Scholar

SKILLS

- ✓ Complaint Resolution
- ✓ Flexibility
- ✓ Computer Literate
- ✓ Order Fulfillment
- ✓ Good Communication skills
- ✓ Technical Savy

ACTIVITIES

-  Customer Relation – Earned highest marks for customer satisfaction.
-  Customer follow-up – Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.
-  Conflict Resolution – Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
-  Appropriate classroom management - Well-organized, dependable, and able to effectively manage the classroom.