

YVANA MARIA AÑA A. PAMUGAS

Dedicated and results-driven customer service professional skilled in resolving customer inquiries, handling complaints, and ensuring customer satisfaction through excellent communication and problem-solving abilities. Equipped of working in fast-paced environments while maintaining high standards of quality and efficiency. Eager to contribute to a dynamic team and help enhance the customer experience.

09770839141 | pamugasnana@gmail.com

Sambag 1, Urgello, Cebu City

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Student Loans Advisory

November 2023 - March 2024

- Provide Administrative support to the immediate superior in day-to-day operations.
- Answer sales questions for customer inquiry.
- Log client information into the database.
- Assist clients in processing their loan payments.
- Connect clients to immediate supervisor on escalations.

STORE CLERK

Tindahan ni Aying

January 2016 - October 2023

- Assist customers in completing their orders
- Answer Sales inquiry on day-to-day basis
- Man the register for customer check-out
- End of day reconciliation of sales.

EDUCATION

BACHELOR OF SCIENCE IN PSYCHOLOGY

Southwestern University PHINMA – College of Premed | 2023

HUMANITIES AND SOCIAL SCIENCES

Southwestern University PHINMA - SHS Dept | 2021

HINUNDAYAN CATHOLIC INSTITUTE

High School | 2019

HINUNDAYAN CENTRAL SCHOOL

Elementary | 2015

TECHNICAL SKILLS

- Microsoft Office
- Canva
- Video Editing
- Google Office
- Slack
- Asana
- Trello
- Sky CRM

RELEVANT SKILLS

- Team Player
- Organizational Skills
- Communications Skills
- Adaptability
- Honesty
- Computer Literacy
- Leadersip