

# Maria Santos

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## PROFESSIONAL SUMMARY

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Customer service representative with 5 years of BPO experience on international voice and chat accounts (US and Australian). Consistently exceeds CSAT and AHT targets and was promoted to Subject Matter Expert within 18 months. Skilled in CRM tools, de-escalation, and upselling. Amenable to night shifts and rotating schedules.

## KEY SKILLS

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- Voice, email and chat support — US, UK and Australian accounts
- CRM and telephony: Salesforce, Zendesk, Zoho, Five9, Avaya
- Metrics-driven: CSAT, NPS, AHT, FCR, QA score, schedule adherence
- De-escalation, conflict resolution and retention/save calls
- Upselling and cross-selling — consistently above sales quota
- Typing 55 WPM · fluent English (C1) · amenable to night shift

## WORK EXPERIENCE

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### Subject Matter Expert — Customer Service

Jan 2023 – Present

*Teleperformance Philippines — Quezon City (US telco account)*

- Handle escalated calls for a US telecommunications account; maintain 95% CSAT against an 88% target
- Coach a team of 12 agents on product knowledge and call handling, cutting new-hire ramp time by two weeks
- Reduced average handle time (AHT) from 9:20 to 6:45 while keeping first-call resolution above 85%
- Selected as floor SME after consistently ranking in the top 5% on QA scorecards

### Customer Service Representative

Jun 2020 – Dec 2022

*Concentrix — Pasig City (Australian retail account)*

- Resolved order, billing and delivery concerns via voice and chat for an Australian e-commerce client
- Exceeded the monthly upsell quota by an average of 22%; recognised as Top Agent twice
- Maintained 98% schedule adherence across rotating night shifts
- Logged and tagged tickets in Salesforce, keeping data accuracy above 97% on QA audits

### Technical Support Representative

Mar 2019 – May 2020

*Sutherland Global — Clark, Pampanga (US ISP account)*

- Troubleshoot internet connectivity and modem issues for US subscribers using a tiered escalation flow
- Held first-call resolution at 82%, above the 75% account target

## EDUCATION

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### Bachelor of Science in Business Administration

2014 – 2018

*Polytechnic University of the Philippines — Manila*

- Major in Marketing Management

## CERTIFICATIONS & TRAINING

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- Customer Experience (CX) Excellence — internal certification, Teleperformance (2023)
- Six Sigma White Belt — 2022
- Versant English Proficiency: C1

## REFERENCES

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Available on request.