

Cedrick Panganiban

Abu Dhabi

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Willing to relocate: Anywhere

WORK EXPERIENCE

Technical Support Representative

Healthcare Synergy Inc. - July 2013 to February 2016

Responsibilities

- Answers and process customer calls effectively and efficiently.
- Document all customer related conversations, steps and actions taken, and results and resolutions obtained throughout each call.
- Demonstrate applied knowledge of support tools by utilizing them to find answers to customer issues and efficiently document all customer contact
- Follow excellent troubleshooting steps by asking effective clarifying questions, and discover underlying causes of concern.
- Effectively educate customers on product use and assist them in fully utilizing available features to improve office productivity via online.
- Demonstrate increased patience and understanding when dealing with difficult or escalated callers.
- Demonstrate efficient multi-tasking skills to balance all aspects of call flow and additional assigned duties and responsibilities, completing each in a timely manner.

Accomplishments

I was able to obtain the knowledge of being a professional technical support representative. I was able also to speak fluent in English since i was assigned in answering phone calls.

Skills Used

The skills i potentially showed on my previous job was to speak to our client with manners and in professional. I was gain the knowledge to trouble shoot the software and to talk to then in fluent.

EDUCATION

BS in Information Technology

Lyceum of the Philippines University - Batangas

SKILLS

Technical Support (2 years)

LINKS

<http://www.facebook.com/dreice17>