

# JUAN PAOLO N. ZARZOSO

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## PERSONAL PROFILE

I'm a customer service representative with years of experience in providing excellent customer support, creative problem solving, and building customer loyalty.

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## SKILLS

- The ability to analyze complex technical information
- Highly skilled in handling multinational clients and providing customer support
- Detail oriented and have a proven record of maintaining professionalism regardless of any call situation
- Excellent problem solver

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### Ateneo de Naga University

BS in Business Administration major  
in Computer Management and  
Accountancy (in progress)  
Naga City, Camarines Sur  
2004 – 2009

### San Jose High School (PNHS Extension)

San Jose, Pili, Camarines Sur  
2000 – 2004

### Casugad Elementary School

Casugad, Bula, Camarines Sur  
1995 – 2000

## CUSTOMER SERVICE REPRESENTATIVE (DOMINOS PIZZA)

AGENTS ONLY | May 2022 – September 2022

- Take and place customer orders
- Provides update about existing orders
- Offer upgrades for the food available in the menu

## Customer SERVICE REPRESENTATIVE (CLIC)

CONCENTRIX | November 2019 – April 2022

- Explains the providers' claims breakdown
- Provides information regarding insurance benefits and eligibilities
- Sends documents regarding claims and payments

## TECHNICAL SUPPORT REPRESENTATIVE (BELL)

QUANTRICS | MARCH 2018 – JUNE 2019

- Managed technical issues and concerns
- Handled upset customers and challenging technical situations
- Delivered outstanding customer service

## FLIGHT RESERVATION SPECIALIST (JETSTAR AIRWAYS)

STELLAR PHILIPPINES | MARCH 2016 – MARCH 2018

- Organized passengers' flight itinerary
- Provided services through chat to multiples customers at the same time
- Upsold to potentials passengers that prefers upgrades

## TECHNICAL SUPPORT REPRESENTATIVE (INTUIT QUICKEN | INTUIT TUBROTAX)

SUTHERLAND GLOBAL SERVICES | SEP 2013 – NOV 2015

- Helped customers to fix their software for tax filing preparation
- Provided technical support through chat to multiple customers
- Did outbound calls to resolve escalated concerns

## TECHNICAL SUPPORT REPRESENTATIVE (T-MOBILE PHONE | T-MOBILE GENCARE CHAT)

TELETECH PHILIPPINES INC | OCTOBER 2011 – MAY 2013

- Troubleshooted issues of customers' mobile devices
- Made sure that customers mobile services are up and running always
- Offered upgrades to potential customers

## TECHNICAL SUPPORT (SYMANTEC) | CUSTOMER SUPPORT (HRB)| SALES REPRESENTATIVE (AT&T CONNECTECH)

SUTHERLAND GLOBAL SERVICES | JANUARY 2010 – APRIL 2011

- Assisted customers to fix their computers remotely
- Handled sales for customer to have IT support subscription
- Provided assistance when customer have card issues