



Customer Service Specialist with a Bachelor's degree and 10+ years experience in customer service. Excellent interpersonal, analytical, communication skills, customer focus, process improvement, teamwork, people management, managing processes and office administration.

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize the skills and abilities of individual in the field of marketing and customer service.

KENDRICK A. ZUASOLA

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Visa Status: Visit

SKILL HIGHLIGHTS

- Customer Service
- Inbound and Outbound Calling
- Sales and Marketing
- Complex problem solver
- Reports Generation and Analysis
- Service-focused

HONORS AND AWARDS

- Graduated 3rd Honors at University of Mindanao (2019)
- Graduated with Honors at University of Southeastern Philippines (2007)

EDUCATION

BSBA Major in Marketing Management
University of Mindanao, Bolton St.
Davao City Year: 2015 – 2019

Diploma in Technology in Electronics
University of Southeastern Philippines,
Davao City Year: 2005 – 2007

EXPERIENCE

August 2020 to November 2020

Call Center Representative - Poke and Co

Lake Point Tower, Jumeirah Lake Towers Cluster N, Dubai, UAE

- Accepting orders from customer over the phone.
- Resolve customer complaints and concerns related to ordering.
- Building and creating online menu and restaurant concepts.
- Back office support for restaurant branches in dealing with customers.

October 2019 to April 2020

Call Center Representative / Quality Analyst - Circle Café LLC

Al Shafar Investment Building, Dubai, UAE

- Accepting orders from customer over the phone.
- Resolve customer complaints and concerns related to ordering.
- Call monitoring and listening and provide coaching to agents.

November 2016 to June 2019

Customer Service Representative - VXi Global Holdings

SM Ecoland, Davao City, Philippines

- Provide an accurate resolution about billing concern and charges information.
- Recommend potential products or services by analyzing customer needs.

July 2011 to November 2016

Chat Customer Service Manager – KeenetiQ Data Services

Door 22 Paseo de Roxas, Davao City, Philippines

- Contribute operations information and recommendations to strategic plans and action plans.
- Plan and review compensation actions; enforcing policies and procedures.
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees.

June 2008 to June 2011

Chat Customer Service Supervisor - Global Connect e-Solutions Inc.

KM 6 Bajada Davao City, Philippines

- Motivates and manages sales team.
- Works with the sales manager to draw job descriptions for various roles within the sales team.