



AJ LOWELL NAPATA

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📍 Cagayan De Oro, Misamis Oriental

SKILLS

- Empathy
- Effective communication skills
- Patience
- Communication Skills
- Flexible
- Active listening
- Attention to details
- Technical Skills
- Time management skills
- Strong problem-solving and analysis

EDUCATION

ILIGAN CITY NATIONAL HIGH SCHOOL

- High School

ACHIEVEMENTS

- Academic Achiever
- Top Student

SAN SEBASTIAN COLLEGE

- Senior High School

ACHIEVEMENTS

- Academic Achiever
- Top Student
- With General Average of 94

STI COLLEGE

- College Undergraduate
- Bachelor of Science in Nursing

SUMMARY

Motivated and customer-focused professional with hands-on experience in the BPO industry, specializing in handling customer queries, resolving issues efficiently, and ensuring high client satisfaction. Strong communication skills, adaptability, and a quick learner with a proven ability to work under pressure. Actively seeking an immediate and challenging opportunity to contribute to a dynamic organization while further developing my professional skills.

WORK EXPERIENCE

• INTOUCH CX (NOVEMBER 2023 - JANUARY 2024)

GUEST SPECIALIST / SALES ACCOUNT ACHIEVEMENT

Achieved customer satisfaction
Answered customer questions and resolved their problems

• CONCENTRIX (JANUARY 2024- APRIL 2024)

CUSTOMER SERVICE REPRESENTATIVE

Health Care Account

• ALORICA (MAY 2024-JUNE 2024)

SALES REPRESENTATIVE

• DATA GEN FACILITIES OPC. (JUNE 2025 -AUGUST 2025)

SALES REPRESENTATIVE (WORK FROM HOME)

I believe I am well-suited for the role of Sales Representative and Customer Service because of my previous work experience in both fields. These roles have helped me develop strong communication, problem-solving, and customer relationship skills. I have also improved my ability to handle different types of customers, adapt to their needs, and provide solutions that ensure satisfaction.

You should hire me because I not only bring valuable experience and skills, but I also have a clear purpose in wanting to be part of your company. I am motivated to contribute to your growth while continuously improving myself as a professional.