


# GENICA TURNO

*Customer Service Representative*

## CONTACT

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 258 Dakila St., Batasan Hills  
Quezon City, Metro Manila  
Philippines 1126

## EDUCATION

**Bestlink College of the  
Philippines**

2018-2022

Bachelor in Secondary Education

Major in English

## CERTIFICATIONS

- Teaching English as a Foreign Language (TEFL)

## SKILLS

- Multitasking
- Communication skills
- Negotiation skills
- Problem-solving skills
- Organization and time management skills
- Team Collaboration
- Email Management
- Data Entry

## PROFILE

Dedicated and results-driven Customer Service Representative with 4 years of experience in the BPO industry, handling inbound and outbound calls for financial and retail clients. Skilled in resolving customer inquiries, managing complaints, and maintaining customer satisfaction through efficient communication and problem-solving. Consistently meets and exceeds performance metrics while ensuring high-quality service delivery.

## WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

**TTEC**

January 2022- February 2026

- Answer inbound and outbound calls to assist customers with inquiries, requests, and account concerns.
- Provide accurate information about products, services, and billing while ensuring customer satisfaction.
- Handle complaints or issues calmly and efficiently, following company policies and procedures.
- Assisted customers with billing disputes, refunds, and account verification processes.
- Provided feedback to supervisors to improve process efficiency and customer experience.
- Delivered accurate information on products and services, ensuring first-call resolution.