

KIM CORDERO

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SUMMARY

Customer Service Representative with 3 years of BPO experience supporting healthcare and retail accounts. Skilled in call handling, issue resolution, and delivering empathetic, high-quality customer support in fast-paced environments. Proficient in CRM systems, AWS, Zoom, Microsoft Teams, and Google Forms, with a strong focus on accurate documentation and customer satisfaction.

WORK EXPERIENCE

TECHMAHINDRA

Retail account

2022 - 2023

Provided end-to-end customer support by assisting with online shopping, processing payments, tracking orders, handling returns, answering inquiries, recommending products, and resolving issues professionally.

Healthcare account

2023 - Present

Provided clear and professional support by managing patient documentation, sharing accurate status updates, communicating with patients and staff, and ensuring strict compliance with HIPAA laws and patient confidentiality.

EDUCATION

BS Tourism Management

2019 - 2022

University of Cebu - Banilad Campus

- Studied tourism operations, hospitality management, and customer service
 - Developed communication, coordination, and problem-solving skills
 - Learned tour planning, destination management, and sustainable tourism principles
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ADDITIONAL INFORMATION

I'm great at multitasking, I stay positive, and I genuinely care about giving every customer the best service possible. I learn fast, I'm flexible, and I'm always ready to help wherever I'm needed. I have a strong work ethic and I'm excited to be part of a team where I can grow and contribute at the same time.