

JOHN KENT ESCOTO

ABOUT ME

I'M A CUSTOMER ADVISOR WITH 2 YEARS EXPERIENCE AND A SUBJECT MATTER EXPERT WHO HAS VERY FAST LEARNING PACE WITH A HIGH COMPETITIVE MINDSET WHICH FOCUSES ON GOAL ACHIEVEMENT AND SUCCESS.

EXPERIENCE

CUSTOMER ADVISOR II /
SUBJECT MATTER EXPERT
Concentrix | 2020-2022

- Providing specific knowledge base on the policy of the account and assisting agents who needs additional support in resolving the issue of the customer and taking escalation calls if needed
- Assist the customer in resolving issues regarding their orders and technical problems

COLLECTIONS SPECIALIST
lqor | 2019-2020

- responsible in resolving overdue bills and collecting payments from customers

SAFETY ENGINEER

E.P Escoto Gravel and Sand Trading | 2016-2019

- Ensure the safety of the workplace and inspecting machineries for hazards and safety violations.

MATHEMATICS TUTOR
Freelance | 2012-2016

- Assists Highschool and College student in helping them improve their mathematical knowledge(College Algebra, Trigonometry, Solid mensuration, Geometry, Surveying)

SOFTWARE
ENGINEER/APPLICATION
DEVELOPMENT ANALYST

- Admin task for a certain project
- Develop application/software
- Analyze and solve a problem from a software

CONTACT

MOBILE #: 09657256286

EDUCATION

HOLY FAMILY ACADEMY

HIGHSCHOOL (2012)

HOLY ANGEL UNIVERISTY

B.S CIVIL ENGINEERING(2013-2020)

SKILLS

- MATHEMATICAL APTITUDE.
- PROBLEM-SOLVING SKILLS.
- MICROSOFT EXCEL.
- SKETCH UP PRO.
- ACCURACY AND ATTENTION. TO DETAIL.
- AUTOCAD.
- COMPUTER TECHNICIAN.
- MICROSOFT OFFICE.
- CUSTOMER SERVICE.
- SALESFORCE
- CRM
- MERCURY