

ENRICO ZAFRA

Customer Relation Associate

EXPERIENCE

About Me

Dedicated and customer-focused professional with two years of experience providing exceptional customer service. Adept at handling inquiries, resolving issues, ensuring customer satisfaction, and seeking to contribute my skills and expertise to a dynamic team.



0946-440-8358/0993-508-5935



zafrae02@gmail.com



052AntiponaBocaeBulacan

LANGUAGE

- English
- Filipino

EXPERTISE

- Excellent communication skills, both verbal and written.
- Strong problem-solving and conflict-resolution abilities.
- An empathetic and patient listener.
- Detail-oriented and highly organized.
- Ability to remain calm under pressure and handle difficult situations.
- Time management skills and ability to prioritize tasks effectively.

CHARACTERREFERENCE

NICHOLASCATAHAN

Civil Engineer
0963-047-9417

JEROMEDOBLAR

Truck Scale
Operator
0930-150-0061

Customer Relation Associate
Altaserv Inc.
2021-2023

- Managed incoming customer inquiries via phone, email, and chat, addressing concerns and resolving issues promptly and effectively.
- Recognized for maintaining a positive and empathetic attitude, even in challenging situations, significantly reducing customer complaints.
- Built and maintained strong client relationships through regular communication and personalized service.
- Conducted regular follow-ups to ensure client satisfaction and gather feedback for process improvement.

Construction Worker
Sta. Maria Bulacan
2020-2021

- To ensure that the building process is completed quickly and thoroughly.

EDUCATION

TERTIARY

Dr. Yanga's College Inc.
Bachelor of Science Major in Information
Technology 2018-2020

Pambayang Dalubhasaan ng Marilao
Bachelor of Science Major in Information
Technology 2016-2018

SECONDARY

Our Lady of Fatima Academy
2011-2015

PRIMARY

Our Lady of Fatima Academy
2005-2011