



Carl John Owen Mirafuentes

Customer Service Associate

Contact Details

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Personal Information

Nationality: Filipino

Date of Birth: Sept. 22, 1992

Civil status: Single

Languages: Tagalog and English

References

Ms. Mara Francesca Manaig

Branch Officer, Metropolitan Bank and Trust Company

+639165359062

Mr. Stephen Capiral

Customer Relations Manager, Asian Hospital and Medical Center

+639291298330

OBJECTIVES

To work in a challenging environment that helps me grow in knowledge and experience by making the best use of my ability, giving maximum output for the benefit of the organization, and serves as a stepping stone for my future growth and development.

EDUCATION

Bachelor of Arts in Mass Communication

Pamantasan Lungsod ng Muntinlupa
2009-2013

CAREER HISTORY

FREELANCE ARTIST ROAD MANAGER

June 2024 - present

- Managing transportation, venue coordination, and ensuring the artist's safety and security.
- Maintaining clear communication with the artist, band, crew, venues, and other relevant parties.
- Addressing on-the-spot issues and emergencies that may arise during the tour, often with limited resources.
- Ensuring the artist is well-rested, has access to necessary supplies, and is prepared for each performance.
- Protecting the artist's brand and interests by maintaining professional communication and confidentiality.

CSR TELLER

Metropolitan Bank and Trust Company

Sept 2022 - May 2024

- Serves customers by completing account transactions.
- Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits.
- Sells cashier's checks, traveler's checks, and series e bonds.
- Answers questions in person or on telephone and refers customers to other bank services as necessary.
- Records transactions by logging cashier's checks, traveler's checks, and other special services; preparing currency transaction reports.

GUEST SERVICES ASSOCIATE

Asian Hospital and Medical Center | Muntinlupa City, Philippines

January 2014 - August 2019

- Handles VIP's endorsed by the management.
- Assists patients in the admission, discharge, and room transfers.
- Handles guest complaints received through phone and live statements.
- Conducts client centric activities in order to build and manage relationship.
- Provides accurate information and facilitate concerns to inquiring patients and guests.
- Conducts short lecture on the proper way of wheelchair handling and hospital tour.

HIGHLIGHTS OF QUALIFICATIONS

- Customer experience champion
- Good communication skills
- Knowledgeable in computer related skills
- Guest facing role within front office operations, VIP services, and concierge
- Hardworking & energetic; can adapt easily to change of environment and schedule
- Exhibits critical thinking skills essential in providing competent and dignified customer care.
- Team leader with a proven ability to create a positive working environment