

# John Hervyne Diosemito

## Customer Service Representative

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## PROFILE

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Customer service professional with strong problem-solving skills and deep industry expertise. Skilled in identifying customer needs and delivering effective solutions, with proven excellence in written and oral communication skills, superior time management, and a proactive mindset—ready to contribute to a high-performing team.

## WORK EXPERIENCE

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### TaskUs, Meycauayan Fort Excellence

**Oct 2025 - Apr 2026**

Customer Service Representative

- Maintained a 91.7% positive survey KPI with an average of 9-11 customer surveys per month;
- Contributed to a high-performing team of 11 members by consistently delivering exceptional customer service;
- Resolved customer concerns efficiently while maintaining professionalism and empathy;
- Manage customer interactions across multiple channels while meeting performance metrics.

### Concentrix, Quezon City Technohub

**June 2024 - Dec 2024**

Customer Service Representative

- Demonstrates attentive listening to customer concerns and delivers timely and effective solutions;
- Maintained up-to-date knowledge of product features, service policies, and system updates to ensure accurate support;
- Upsold relevant products and promotional offers by identifying customer needs—aligning solutions with brand value;
- Provided technical support for applications and devices, troubleshooting issues across platforms to restore functionality.

### Teleperformance, Quezon City Vertis North

**Nov 2022 - Jan 2023**

Customer Service Representative

- Collaborates effectively in cross-functional teams;
- Resolves customers' needs and concerns by calmly de-escalating tension and guiding interactions toward positive outcomes;
- Tracked billing concerns and account adjustments with precision, ensuring accurate documentation and timely resolution.

## EDUCATION

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### Jesus Is Lord Colleges Foundation Inc., Bocaue, Bulacan

**2017-2019**

Information Communication Technology

- Academic Track: Technical-Vocational-Livelihood track

## EXPERTISE

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|-----------------------------------|------------------------------|----------------------------------|
| • Proficient in Microsoft Office  | • Adaptability               | • Conflict Resolution            |
| • Proficient in Google Docs Suite | • Critical Thinking Skills   | • Time Management                |
| • Proficient in CRM Software      | • Responsive Listener        | • Excellent Communication Skills |
| • Tech-savvy                      | • Strong Attention to Detail | • Team Collaboration             |