

# CAESAR IAN SAMULDE

## CUSTOMER SERVICE REPRESENTATIVE

## GRAPHIC DESIGNER

caesarsamulde@gmail.com  
+63 951 802 3980  
Spring Vill, Ma-a, Davao City  
8000

### PROFILE

Detail-oriented and results-driven professional with expertise in data annotation, entry, and customer service. Interested in a position as a Data Entry/Customer Service Representative to add accuracy, productivity, and effective communication to a fast-paced team. Leveraging my expertise in graphics design to solve problems creatively and enhance workflow.

### SKILLS

- Data Entry/annotation
- Customer Service
- Graphic Design
- Strong problem-solving
- Analytical skills
- Time Management
- Collaboration
- Critical thinking
- Attention to detail
- Microsoft Office Suite
- Adobe Suite  
(Photoshop, Illustrator)

### WORK EXPERIENCE

#### Homeaglow

**Sales Agent (Outbound Caller)** • February, 2025 - May, 2025

- Demonstrated persuasive communication skills during outbound calls to promote services, explain benefits, and convert leads into customers.
- Utilized active listening and strategic questioning to understand client needs and tailor product recommendations accordingly.
- Applied time management and organizational skills to meet daily call quotas and exceed weekly sales targets.

#### Teleperformance

**Customer Service Representative** • February, 2023 - December, 2024

- Excellent communication skills were displayed when communicating with clients to answer questions, fix problems, and give product information.
- Applied problem-solving skills to quickly and effectively address customer complaints, guaranteeing their pleasure.
- Maintained accurate records in the business's database of all interactions and transactions with customers.

#### Dynata

**Outbound Caller** • September, 2022 - November, 2022

- Conducted outbound calls for election surveys, adhering to strict survey protocols and maintaining a high level of professionalism.
- Demonstrated effective communication skills to gather accurate survey responses while adhering to ethical and legal standards.
- Managed and documented survey data with precision, contributing to the overall success of election research initiatives.

#### Bybit Inc.

**Graphic Designer** • August, 2022 - December, 2022

- Completed creative assignments on time, including social media graphics, marketing materials, and promotional materials.
- Proven ability to use graphic design tools to produce items that are both visually appealing and consistent with the brand.
- Collaborated with clients to understand their design requirements and preferences, incorporating feedback to achieve desired outcomes

### EDUCATION

#### Bachelor of Science in Electronics and Communication Engineering

University of Mindanao • 2020-2024