CHRISTIAN A. PIDLAOAN

Matumbo Pusok, Lapu-Lapu City, Cebu 6015 | pidlaoanchristian2@gmail.com | 09664079771

Customer Support with 7 months of experience in inbound support, ticket handling, customer issue resolution, and digital product troubleshooting. Experienced in managing high-volume customer concerns with accurate documentation and calm resolution. Proficient in MS Office, Windows/Linux, and structured SOP-style workflows.

AREA OF EXPERTISE

- Google Workspace (Docs, Sheets, Drive, Gmail)
- Ticket/Helpdesk Support (Inbound)
- SOP Documentation
- Data Entry & Tracking
- Windows / Linux
- MS Office (Advanced)

PROFESSIONAL EXPERIENCE

Dynata
May 2026 - Aug 2026

Phone Interviewer (Contract)

- I conducted phone surveys, asked respondents prepared questions, and accurately recorded their answers for market research.
- interviews with survey participants, collected their feedback, and documented responses accurately.

Concentrix
Oct 2025 - Feb 2026

Customer Service Representative / Retail

- Handled inbound customer support tickets and live chat for digital product issues including troubleshooting, navigation walkthroughs, and software bug reporting.
- Documented recurring bugs and glitches and submitted structured reports to the technical team for resolution.
- Maintained consistent quality of responses using standardized reply formats.

EDUCATION

Asian Learning Center Inc. **2022 - 2024**

Information Communication Technology.

- Major in Computer Programming.

ADDITIONAL INFORMATION

- **Languages:** English, Tagalog
- **Awards:** Overall Top 3 Of TVL Track.
- **LinkedIn:** https://www.linkedin.com/in/christian-pidlaoan-7ba35b338/
- **Portfolio:** https://www.christianpidz.xyz/