

 **RICHARD**

**RICHARD.334221@2freemail.com**

Birthday: **September 13, 1987** Nationality: **Filipino**

Age: **29 years old** Availability: **Immediately**

Visa: **Tourist/Visit** Expiry Date: **March 2017**

CAREER OBJECTIVE

To share and apply all the knowledge and skills acquired over the span of 9 working years in a superb manner through proper and appropriate method renowned for excellence and further develop my attitude and personality in a fair and challenging working atmosphere.

PROFESSIONAL EXPERIENCE

***Frontline and Customer Service Executive*** (October 2014 – September 2016)

**Thomson Reuters**, Taguig City, Philippines

We are the leading source of intelligent information for the world's businesses and professionals, providing customers with competitive advantage. We deliver this must-have insight to the financial and risk, intellectual property, and science and media markets, powered by the world's most trusted news organization. As a front liner, we evaluate, market, and sell needed products to our clients according to their needs.

***Team Member and Core Development Coach*** (October 2012 – October 2014)

**Bank of America,** Taguig City, Philippines

Serves customers by providing product and service information; marketing and upselling Bank of America’s available products or optional services. **|**Attracts potential customers by answering product and service questions; suggesting information and selling other products and services. **|** Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution, troubleshooting online issues. **|**Assists new hires in their training program thru side-by-side coaching, listening sessions, QA monitoring and individual performance metrics evaluation. **|**Assist team leaders in providing team support during their absence, meetings, and huddles.

***Finance Training Specialist and Collections Representative*** (December 2009 – July 2012)

**Author Solutions Inc. (previously Xlibris),** Cebu City, Philippines

Prepares and assists in the logistical requirements for training classes. **|**Facilitates training classes (core and product) and On-the-job Training in accordance with companies’ requirements, accountable for trainees’ learning, performance and success resulting in certification and recommends job fit of trainees as Collections Representative.

**|** Designs/procures or implements existing methods for determining whether or not learners fully comprehend the content of the training (i.e. tests, quizzes, practical exams, etc.) **|**Gathers data to provide basis for evaluation of the effectiveness of the training module such as but not limited to test scores, nesting data, operations reports, KPIs, etc. | Verify and review products sold to client upon collecting payments through cash, credit card/debit card, and check payments. | Ensuring full understanding from clients purchasing packages from Author Solutions.

***Customer Care Representative*** (June 2009 – November 2009)

**Convergys,** Cebu City, Philippines

Greets customers warmly and ascertain problem or reason for calling. | Resolves customer’s complaints via phone, email, mail, or social media. **|**Uses telephones and emails to reach out to customers and verify account information. **|** Cancels or upgrades accounts. **|** Provides sales skills - prospecting, target management and market awareness. **|** Assists with placement of orders, refunds, or exchanges. **|** Takes payment information and other pertinent information such as addresses and phone numbers. **|** Provides technical support for telephone or mobile issues.

***Technical Support Representative*** (June 2008 – April 2009)

**Sykes**, Cebu City, Philippines

Provides telephone and/or email technical support and excellent customer service solutions to users pertaining to PC technical problem and internet connection. **|** Independently indentify, troubleshoot, document, categorize, and replicate customer problems and then escalate complex problems according to defined escalation procedures. **|** Further explains to the customers the provided instructions with their technical problems.

EDUCATION

**Bachelor of Science in Nursing**, 2004 - 2008

Cebu Doctors' University, Mandaue City, Cebu, Philippines

**Registered Nurse**

**Masters of Science in Nursing**, 2010 - 2012

Cebu Normal University, Cebu City, Cebu, Philippines

**\*In Progress**

CERTIFICATIONS and AWARDS

Reuters Knowledge Suite New Hire Training Partnership Award (August 2016)

Trainer for iTrain Talent Award (August 2016)

Commodities (Basic) - Market Sector Specialization Thomson Reuters (July 2016)

I- Train Facilitation Skills Workshop (October 2015)

Six Sigma White Belt Thomson Reuters (September 2015)

Equities (Basic) with Distinction - Market Sector Specialization Thomson Reuters (August 2015)

Thomson Reuters Knowledge Direct Up-Training Program Thomson Reuters (July 2015)

Learning Process and Admin (Pre-Training) Thomson Reuters (July 2015)

Learning Needs Analysis and Principles of Instructional Design Thomson Reuters (July 2015)

F&R Frontline Learning Immersion Thomson Reuters (July 2015)

Cebu Doctors' University, Mandaue City

Bachelor of Science in Nursing,

Registered Nursing/Registered Nurse, 2004 - 2008