RAYMART

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**■ Objective** – Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

***Skills and Qualifications:***

* Problem Analysis
* Problem Solving
* Organizational Skills
* Customer Service Orientation
* Adaptability and initiative towards work
* Knowledge of handling customer issues
* Ability to work under pressure – Time management
* Outstanding communication skills – To interact both with clients and cross-company workers.

***Work Experience/Background:***

**Microsoft Partner Network Cloud Services Support (September 2015 – January 2017)**

**Arvato Bertelsmann**

**Customer Service Representative**

**Clark, Philippines**

* Interact with engineers from leading technology companies around the world.
* Field and manage technical customer issues via phone, chat and email.
* Apply advanced troubleshooting techniques to provide unique solutions to our customers' individual needs.
* Leverage your day-to-day experiences to provide the voice of the customer to internal support teams.
* Drive customer communication during critical events.
* Send email tutorials, how-to videos, and other technical articles for the customer.
* Trained and coached team members to deliver a high standard of customer service.
* Learned about products and services and kept up to date with changes.

**Microsoft - Partner Technical Router (PTR) (January 2015 – September 2015)**

**Arvato Bertelsmann**

**Customer Service Representative**

**Clark, Philippines**

* Communicating directly with customers by phone or email.
* Provided customers with technical support using maintenance procedures created with company products.
* Wrote and kept accurate records of discussions and correspondence with customers.
* Managed and supervised a team of customer services representatives.

**Capital One Auto Finance - Inbound Collections November (2013– January 2015)**

**iQorPhilippines**

**Customer Service Representative
Clark, Philippines**

* Responded promptly and answered/resolved customer inquiries and complaints.
* Investigated and resolved service issues and/or product problems.
* Managed customers’ database accounts, performed customer verification and processed payments, inquiries and requests.
* Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
* Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.

**Purchasing Power, 1800 Flowers, Haband (September 2012 – November 2013)**

**Cyber City Teleservices/ iQor 3**

**Sales and Customer Service Representative
Clark, Philippines**

**OJT – On-the-Job Training**

* Assisted customers with their queries and problems by phone and e-mail.
* Established and maintained contacts with new and existing customers as per the direction of the supervisor.
* Helped customers place new orders easily.
* Forwarded important and serious matters to the seniors.
* Transferred urgent calls to the required departments quickly and accurately.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.

***Educational Attainment:***

* Information Technology and ComTech (2 years)

Intercontinental School of business and Information Technology

3rd Floor Sawali Bldg., Plaza Burgos, Guagua, Pampanga

S.Y: 2012 – 2013

* Guillermo D. Mendoza High School

Sta. Filomena, Guagua, Pampanga

S.Y: 2010 – 2011

* Bancal Elementary School

Bancal, Guagua, Pampanga

S.Y: 2006 – 2007