**Ryan**

Visa Status: Visit visa

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**WORK EXPERIENCE:**

**CUSTOMER SERVICE REPRESENTATIVE**

Concentrix Services Inc.

09 / 2016 – 06 / 2017

Quezon City, Metro Manila

* Greet customers warmly and ascertain problem or reason for calling
* Identify and assess customers’ needs to achieve satisfaction
* Maintains customer records by updating account information
* 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; following up to ensure resolution.
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Resolve customer complaints via phone and email
* Use telephones to reach out to customers and verify account information
* Compile reports on overall customer satisfaction

**DRIVERISK ANALYST / CUSTOMER SERVICE REPRESENTATIVE**

HINDUJA GLOBAL SOLUTIONS

07 / 2015 – 07 / 2016

Quezon City, Metro Manila

* Focuses on identifying and addressing the root causes of poor driving behavior.
* Review, analyze and score driving behavior.
* Generate reports for proper documentation.
* Present findings and make recommendations to management team.

**RETAIL SALES ASSISTANT**

Isetann Department Store, Inc.

02 / 2012 to 04 / 2014

Quiapo, Manila

* Greeting and directing customers
* Answering customer’s concern about specific products
* Providing accurate information about the product (e.g. price, size, etc.)
* Inform customers about discount and promotion
* Provide customer feedback to the store manager
* Help maintain store cleanliness
* Responsible in dealing with customers complaints.

**SERVICE CONTRACT ENUMERATOR / DATA ENCODER**

NATIONAL STATISTIC OFFICE

05/2010 - 06 / 2011

San Juan City, Philippines

* Responsible for collecting information, verify addresses, and fix information discrepancies by canvassing specific areas door to door.
* Review assigned field and conduct interviews with residents.
* Gather all required information and make proper documentation.
* Responsible for keeping all the data in a proper filing for future needs and references.

**INTERNET CAFÉ ATTENDANT**

Downtown Internet Cafe

2004 - 2006

Marikina City, Philippines

* Maintain cleanliness and orderliness of the café.
* Assist customers in using soft-wares and storage devices.
* Responsible for timing customers on the number of minutes or hours used on the internet
* Print, data encode, and troubleshoot internet problems that a customer might encounter.

**KEY SKILLS:**

* Proficiency in English
* Customer service focus
* Friendly, helpful, confident and engaging personality.
* Computer and internet skills
* Physically fit
* Can work in extended period of time
* Ability to work under pressure

**PERSONAL INFORMATION:**

Date of Birth : January 27, 1983

Age : 34

Sex : Male

Civil Status : Married

Citizenship : Filipino

Religion : Catholic

Height : 5’7”

**EDUCATIONAL BACKGROUND:**

**COLLEGE**

PATTS College of Aeronautics

Aircraft Technician Course

Year Graduated : 2009