

Cristhofer Reyes

Technical Support / Customer Service Specialist



► Possess excellent communications skills, highly organized and have year's experience with Technical Support and Customer Service

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WORK EXPERIENCE

Clerk

Three Brohes Enterprise (7 Eleven Gate 3)

02/2011 - 11/2011

Tasks

- keeping a clean, safe environment for patrons, ringing customer purchases using electronic cash registers, and giving correct change

Technical Support Representative (Telstra)

Teletech

10/2015 - 03/2016

Tasks

- Troubleshoot email concerns such as ; unable to send and received email, password reset

Customer Service Representative

Concentrix

11/2016 - 05/2017

Tasks

- Dispensing or supervising the dispensation of medications and related supplies, according to physicians' prescriptions.
- Reviewing prescriptions for accuracy.
- Checking for drug interactions.

Technical Support Representative (AOL)

Telus International Philippines

Tasks

- Troubleshoot email concerns such as ; unable to send and received email, password reset.
- Installing Antivirus program (Anti malware, MacAfee, Norton 360)

Care Chat Agent

Telus International Philippines

01/2019 - Present

Tasks

- Communicate with customers through live chat, to answer questions about their billing, make order change on their account. Follow up and make scheduled call backs to customers where necessary

EDUCATION

Associate Information Technology

Datamex Institute of Computer Technology

06/2013 - 03/2015

SKILLS

Multi-tasking capabilities

Knowledge of relevant software computer applications and equipment;

Proficient in : Installing Windows Operating System, Computer Hardware Troubleshooting

LANGUAGES

English

Professional Working Proficiency

Tagalog, Ilocano,

Pangasinense

Native or Bilingual Proficiency

INTERESTS

Music

Mobile Games

Photography

Sports such as: Table Tennis, Badminton, Billiards