

# King Rich G. Gonzales

Customer Service Representative

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Personable Senior Customer Service Representative offering 6 years of experience resolving account and service concerns for customers. Smoothly uncovers and solves challenges while promoting company products and maintaining loyal, satisfied customers. Focused on surpassing expectations and driving team success. Goal-oriented Sales Executive with 2 years of experience in automotive sales. Proven leader with excellent salesmanship, negotiation, and closing skills. Known for great presentations and skill at increasing audiences to optimize sales. Highly motivated Production Engineer with comprehensive experience in process improvement, quality assurance and manufacturing. Exceptionally talented at investigating and sourcing new equipment and identifying and addressing technical issues. Dynamic professional possessing excellent planning, executing, and monitoring capabilities.

## SKILLS

- \* Complaint resolution
- \* Report preparation
- \* Technical Support
- \* Account management
- \* CRM
- \* Sales funnel development
- \* Business networking
- \* Sales expertise
- \* Process enhancement
- \* Product and service sales
- \* Switches and routers
- \* Network infrastructure
- \* Production planning
- \* Clerical Support
- \* Food Processing

## WORK HISTORY

2021-02 – 2021-08

### **Sales Executive**

*Geely Gateway Group, PH*

- \* Meeting with clients virtually or during sales visits.
- \* Demonstrating and presenting products.
- \* Attending trade exhibitions, conferences and meetings.
- \* Reviewing sales performance.
- \* Negotiating contracts and packages.
- \* Working towards monthly or annual targets.

2019-07 – 2020-08

### **Service Head Advisor**

*Morris Garages Philippines, PH*

- \* Develops buyers by maintaining rapport with customers
- \* Responding to inquiries; recommending sales campaigns and promotions
- \* Cataloguing customers concerns and comments
- \* Writing service orders and descriptions of problems and repairs
- \* Translating customers' repair problems into standard repair terminology
- \* Explaining repairs to customers
- \* Handling customer complaints

2015-02 – 2019-05

### **Senior Customer Service Representative**

*Teletech Philippines, PH*

- \* Determines requirements by working with customers.
- \* Answers inquiries by clarifying desired information; researching, locating, and providing information.
- \* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- \* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

- \* Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
- \* Maintains call center database by entering information

2013-06 – 2015-01

**Technical Supervisor**

*BUBU Solutions Inc. PH*

- \* Monitor the installation, repair, troubleshooting, and maintenance work of technicians.
- \* Supervise teams of technicians, oversee workers, and perform inspections on work orders
- \* Schedule Management of technicians.
- \* Technical Assistance Performance report

2012-08 – 2013-02

**Production Improvement Engr.**

*Moatech Manufacturing Ph. Inc.*

- \* Coordinate with IQC when non-conformities encountered at production is related to raw materials.
- \* Coordinate with CS, Production & other departments for corrective actions on customer issues (Support CLCA report generation).
- \* Coordinate with Other Departments for generating the FMEA.
- \* Generate projects for improvement of Productivity (Motion and Time Study) and Quality (Task Force) at production area.
- \* Generate reports for non-conforming products & special usage raw materials.
- \* Coordinate with R&D for the New Product and Model Qualification.
- \* Coordinate with CS regarding Pre-MP of New Product / New Model, Line Qualification and 4M Change.
- \* Generate Jigs and Fixture and Coordinate with Production regarding Process Improvement Activities and Plan.
- \* Perform other tasks assigned by superiors from time to time.

## EDUCATION

2007-06 – 2012-04

**Bachelor of Science: Computer Engineering**

*Batangas State University, PH*

- \* Received City Mayor's Scholarship
- \* Dean's List 2007-2008

## CERTIFICATIONS

- \* Certification of course completion CCNA Exploration: Network fundamentals Routing protocol and concepts LAN switching and Wireless, Accessing the WAN
- \* Philippine Youth Congress in Information-Y4IT National Congress
- \* Information Technology Infrastructure Library
- \* Modifying Data from SQL Server using C#
- \* Batangas Information Technology Students 'Conference 2011
- \* Lipa City Youth Leadership Training
- \* Tesda Certificates:
  - \* a. Food Processing NC II
  - \* b. Sandwich Preparation NC II