

Ray Bertoldo

Rizal ,Philippines, 1980
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PROFILE

Born December 14, 1982 in Manila (Philippines)

Citizenship: Filipino

Civil status: Single

Religion: Roman Catholic

EDUCATION

San Ildefonso College	Rizal
<i>BS Management</i>	2007

San Sebastian College Recoletos	Manila
<i>BS Management Major in Accountancy</i>	2003

EXPERIENCE

CHRONOS INNOVATIVE STRATEGIES	Manila, PH
<i>Sales Support Representative (HMO Account)</i>	November 20, 2017- Present

- Handling patients, referral sources, and administrative department inquires
- Entering patient information into a customer information system
- Ensuring customer satisfaction and assisting them with issues/concerns related to their health
- Becoming educated in qualifications of multiple insurances to ensure clean order intake
- Persuading clients to buy your company's products
- Meeting sales targets
- Reporting information back to head office about customer needs

IBEX

Manila, PH

Technical Support Representative (with Upselling)

2015- October 20, 2017

- First line of contact for users with technical issues and providing hardware and software technical support
- Analyze customer problems and research solutions using the Knowledge base software
- Diagnose customer issues through process of elimination by asking probing questions
- Document issues appropriately based on existing guidelines
- Provide easily understood answers adapted to the customer situation
- Provide hardware and software technical support
- Sells additional services by recognizing opportunities to up-sell accounts; Explaining how these features can resolve their existing issues

Teletech

Manila, PH

Team Lead Trainee

2014- 2015

- Officer-in-charge of the team
- Monitor Team performance attendance, service level and other metrics
- Handle irate customers, communicate company policy and provide alternative approaches to resolve customer issues
- Handle Escalation re: new accounts activation & explanation of invoice to the customer and handle bill disputes, adjusts complaints concerning billing or services rendered, referring complaints of service failures to designated departments for investigation & resolution
- Side by Side Call Listening
- Shadow Team Lead/ Agent Coaching Session

Technical Support Representative (with Upselling)

- First line of contact for users with technical issues and providing hardware and software technical support
- Sells additional services by recognizing opportunities to up-sell accounts; explaining how these features can resolve their existing issues
- Provide hardware and software technical support
- Provide easily understood answers adapted to the customer situation
- Analyze customer problems and research solutions using the Knowledge base software

NCO

Manila, PH

Technical Support Representative

2011- 2012

- Analyze customer problems and research solutions using the Knowledge base software
- Update job knowledge by participating in group meetings and educational opportunities
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job
- Route calls to appropriate resource/ department to ensure One Call Resolution

ADDITIONAL SKILLS AND EXPERIENCE

Manila, PH

Manages Family Business (Meat Retail and Whole Sale) for the last 20 years; giving me an extensive experience in Sales and Customer Experience Industry.

Served as Baranggay (Tanay, Rizal) Councilman from 2002- 2008 which helped me hone my people and leadership skills.

AWARDS

Manila, PH

Consistently on the Top 5%, in terms of KPI, for Pasig Site (Internet Provider Account) 2015-Present

#1 Agent, Account Over All as of January 2017

Top Agent for the month of February 2013- 2014 for the whole Cainta Site (Internet Provider Account)

Top Seller for Tplus for the month of March 2013

Top Seller for OK for the month of April 2013

Consistent for NPS hitting above the target from the beginning up to present