

CHRISTIAN RAY YU REDULA
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CAREER OBJECTIVES:

To work in a growing company that will provide me with the possibility of growing Within it and will allow the enhancement of my knowledge and skills in favor of the Company's mission.

SKILLS:

- Excellent English communication skills
- Excellent customer service skills
- Technology savvy (computer and internet proficiency)
- Adequate typing
- Flexibility and adaptability

ACADEMIC BACKGROUND:

Associate in Hotel and Restaurant Management
University of Cebu
Osmeña Blvd., corner Sanciangko st., Cebu City
A.Y. 2006-2008

Secondary
University of San Jose – Recoletos
Basak, Cebu City
June 2002 – March 2006

Primary
University of San Carlos South Grade school
J. Alcantara st., Cebu City

WORK EXPERIENCE:

Trainer

Sykes Asia Phils

Synergis bldg, Panagdait, Mabolo, Cebu City

September 22 - Present

Trainer

The Results companies phil.

Mactan Newtown, Lapu-lapu, Cebu

July 22, 2019 - July 2020

Customer Service Associate | Mentor | Trainer

Wipro BPS Ltd

Cebu IT Tower 1, cor Arch Bishop Reyes and Mindanao sts.,

Cebu Business Park, Cebu City 6000 Philippines

October 26, 2015 – July 20, 2018

Work Description/CSA:

- Handle inbound outbound calls according to defined quality, standard, policies and procedures.
- Deliver excellent customer service and ensure customer satisfaction in all calls.
- Ensure accurate documentations of each calls.
- Attend to customers' queries, concerns and complaints and provide first time call resolution.
- Escalate calls to proper parties following proper protocols.
- Ensure compliance to all company policies and procedures.
- Keep oneself updated, aware of, and complaint to all company policies and procedures which include information

Security Management Systems

- Keep all company information which includes customer information confidential and secured.

Work Description/Mentor:

a. In BVOD Training:

- i. Expected to meet targets for a tenured agent in Production
- ii. Help the facilitator prepare classroom, daily
- iii. Will be in BVOD Training they are assigned to from day 1
- iv. Will have the same shift and rest days as the BVOD class
- v. Help create the BVOD End-of-Day reporting
- vi. Communicate all issues, concerns and challenges with OJT Lead and Manager assigned to the class in a timely manner

b. In OJT:

- i. Will have the same shift and rest days as the OJT class
- ii. Become the role model for the class in complying with office policies and guidelines

(i) EOP

(ii) Dress Code

(iii) Proper decorum at all times while on shift

- (iv) Other house rules in effect inside Delta production and Training rooms
 - iii. Provide real-time support to the class together with the class SMEs
 - iv. Ensure SMEs adhere to their prescribed activities as scheduled
 - v. Monitor and track attendance for the class, daily
 - vi. Perform a total of 3 Quality audits using the BVOD form per trainee, weekly: at least one (1) Verint call recording and the rest can be a combination of seat side call monitoring and Verint call recordings – all uploaded in Colossus and check for agent’s acknowledgement in Oasis daily (to be augmented with 2 additional audits from Quality starting June 2017)
 - vii. Perform weekly coaching session with trainees based on call observations and behavioral trends noted in call listening (saved in the Coaching Log folder, printed and signed without exception) – focusing on the following behaviors:
 - (i) Acknowledging frustration over the long IVR wait time
 - (ii) Minimizing instances and length of hold time
 - (iii) Correct Fastpath usage
 - (iv) Confidence in providing responses
 - (v) Delivering difficult messages to the caller
 - viii. Conduct the daily CEU time as prescribed by Delta in the “CEU Index – Cebu” on Delta Net. CEU time is broken down as follows:
 - (i) 10 mins – Res Ops update/Timemate check
 - (ii) 35 mins – CEU topic/s discussion
 - (iii) 10 mins – herding time back to the phones, no extensions!
 - ix. Ensure the class checks Res Ops updates at the beginning of shift
 - x. In-charge of the Daily Rewards and Recognition event for the class, recognizing trainees with the following achievements from previous day’s performance:
 - (i) Perfect SPS score with passing Release Rate
 - (ii) Exceeding Vendor Transfers
 - (iii) Perfect Quality Audits (if any)
- Ensure all process updates are understood in a timely manner

Customer Service Representative

Convergys Phils

I2 bldg., IT park, Lahug, Cebu City 6000

March 2013 - October 2015

Work Description:

- Handles inbound and outbound calls.
- Responds to customer calls using product knowledge.
- Resolve customer questions and issues.
- Works to build customer confident in the brand.
- When applicable, promotes opportunities for additional products and services.

Customer Service Representative

Teleperformance Phils

Insular bldg., Ayala, Cebu business park, Cebu City
August 2012 – February 2013

Work Description:

- Handles inbound and outbound calls.
- Responds to customer calls using product knowledge.
- Resolve customer questions and issues.
- Works to build customer confident in the brand.
- When applicable, promotes opportunities for additional products and services.

Customer Service Representative

CHARACTER REFERENCE:

Brian Verdida

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