

REYNALDO JR. LEBIOS

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

 639913469896

 reynaldo.lebios@gmail.com

 Blk 4 Lot 37, Roman Street,
Tierra Nova Main, Bagumbong,
North Caloocan City, 1421,
Metro Manila

SKILLS

Can work under-presure

Do multi-tasking to maximize workload

Basic knowledge with Microsoft and
Google tools.

Time management.

EDUCATION

Bachelor of Science in Hotel Management

Taguig City University

2018 - 2019

I studied Hotel familiarization, it's
department and functions. Basic
knowledge with the food etiquette,
services and safety.

LANGUAGES

English



PROFILE

Started working as Customer Service Representative for a local account back in 2012 for order management. For there I worked with big companies under international accounts, Telecommunication (wired and wireless), Healthcare, Financial and Travel. Been with the industry for almost 9 years now and I am looking for a growth, where I can showcase my ability to handle and manage my own team, to heavily contribute to the success of the account and the company.

WORK EXPERIENCE

Customer Service Rep

Shore Solutions (Mang-Inasal) 2012-2013

- Inbound agent
- Processing the order of the customer after verifying the account to ensure the privacy and security.
- Entering the order via CRM tools and forward it to our partnered delivery stores for dispatching.
- Contacting the store for order checking if they received it or not, if the items are available or not, so we can inform the customer and offer alternate products.
- Outbound sales agent
- During idle time we do outbound to call our long time customers to offer new products, promotions and advisories.
- Processing the order of our customer via outbound.

Technical Support Rep

Teleperformance (Telstra WireLine) 2013-2015

- Entry level as Customer Service Representative, providing immediate resolution to our clients phone issues. That includes, general inquiry, diagnostic and testing.
- Promoted as Level 1 Technical support as front of house.
- Providing step by step troubleshooting, basic line programming, and adding features.
- Promoted as Level 2 Technical support for Front and Back of house.
- Working with 26 programming tools.
- Providing intensive line programming.
- Providing assistance to our field technicians.
- Processing replacement for faulty devices.

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WORK EXPERIENCE

Customer Service Rep

Telus International (FitBit)

2015-2017

- Non-Voice Agent
- Answering the customer concern via email.
- Processing 60 emails per day.
- Providing steps by steps immediate solutions to common issues based on knowledge articles.
- Promoted as chat agent.
- Assisting 2 customer per sessions.
- Priving steps by steps troubleshooting steps for their Fitness device.
- Processing replacement devices for defective units.
- Processing same day delivery for lost or stolen orders.

Front Desk Officer

Eagle Point Dive and Beach Resort

2017

- In charge of Greeting the guest
- Processing guest reservations.
- Occupancy reports
- Auditing
- End of day reports
- Processing walk in reservations
- Answering telephony services
- Event coordinator
- Program coordinator
- Teambuilding Facilitator
- General Department Assistance
- Employee Engagement Officer

Customer Service Rep

Concentrix Phil. (TripAdvisor)

2017-2018

- Hybrid setup (Voice and Non-Voice)
- Inbound agent for Voice and Email
- Assisting guest with their reservations (Billing and General Inquiry)
- Calling partnered hotel for room assignment and booking confirmation
- Instant Booking reservations
- Restaurant reservations
- Review Moderator
- Complaint and Escalations

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EXPERTISE

- Providing pure customer service in Professional setup
- Handling complaints
- Providing resolution based on the company policies; term and conditions
- Efficiency in managing task
- Time Management

REFERENCES

Nonie Rose Sumaguio

 639071051047

 nonierosesumaguio@gmail.com

Juor Lacson Dela Cruz

 639664658167

 delacruzjuor06@gmail.com

WORK EXPERIENCE

Resolution Manager

Telus International (Airbnb)

2019-2020

- Entered as Customer service representative
- Processing guest reservation and payments
- Assisting host with the occupancy, rates and room availability for instant booking
- Review moderator
- Promoted as Resolution Agent
- Providing assistance to complaints, cleanliness issues and guest-host conflict.
- Middle-Man
- Promoted as Resolution Manager
- 2nd level of escalation
- Providing intervention for guest-host conflict and agent created issues.
- Providing credits based on company policy, knowledge base articles and agreement between the company, host and guest.
- Content Moderator

Customer Service Rep

Telus International (MoneyGram)

2020-2021

- Processing money transfer via phone
- Security check
- Verification of fund source
- Answering customer concerns
- Processing transfer that was placed on hold due to lack of documents
- Act as Fraud agent
- Promoted as Online agent
- Processing money transfer via website and phone call
- Doing verification

Customer Service Rep

RedDoorz Phil

2021

- Assisting guest with their reservation inquiry
- Occupancy report
- Instant Booking
- Guest Complaints
- Providing assistance with our guest for the quarantine hotels needs, and location
- Booking car services for guest who is for quarantine
- Room upgrades
- Rebooking assistance

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WORK EXPERIENCE

Customer Support Rep

Millennium1 Solutions (Nespresso)

2021-2022

- Providing support to our club members for their daily coffee needs
- Doing troubleshooting for non-working machines
- Processing orders
- Assisting club members on wide variety of coffee blends
- Processing order replacements
- Processing machine replacement
- Processing return and refunds based on company Term and Conditions

Sales Representative

Millennium1 Solution (LinCare)

2022

- Doing outbound sales for health devices
- Updating patients with thier upcoming medical supplies

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CUSTOMER SERVICE REPRESENTATIVE

TO WHOM IT MAY CONCERN,

As Customer Service Representative or alike under the same profession, we are bound to assist our customers, clients, and guest to the best that we could, to met their expectation and to get that satisfaction. In this current times where Global Telecommunication is the fast growing community, it is important for us Customer Service agents to match the pace of the industry, via innovation. We are expected to provide exceptional service to our clients and to their customer through extensive, high quality and sincere human service in professional setup.

With these, we can guarantee a higher satisfaction rates from our customer, and get more customers for our client thru word of mouth. On the other hand as a customer service representative we need to ensure that we are still bound with company policies, term and condition and lastly with the standard operating procedure, to keep the account and company going; and to expand and land more jobs.

With my extensive experience as customer and technical service representative, and I would like to take this opportunity to be come part of your growing company and as one of its solid foundation when it comes to customer service. I cannot make any promises (since they say promises are tend to be broken), I will do my best as an employee of your company for the next 10 years, and looking forward to grow and have my own team in 2 years and get promoted in 5 years.

If I will be given a chance, I will make sure that you will not regret the decision that you have made. For me there is no way down, and the only way to go up is to excel and exceed expectations.

SINCERELY,



REYNALDO JR. LEBIOS
