

RICA REUTEREZ

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Summary

Driven and vivacious customer service representative with three years of expertise managing global teams to accomplish project objectives. A record of accomplishment of surpassing clients' expectations, leading the team's performance for three months in a row. Competent with project management software and has an excellent eye for detail.

Education

Polytechnic University of the Philippines

Bachelor of Science in Entrepreneurship

Experience

Associate Coach

2023 November - Current

We are professionals who go beyond for our clients. We put our expertise to use as an Associate Coach and collaborated with the Operational Manager to inspire team spirit and foster a sense of unity.

Senior Representative**2023 May – October 2023**

Being a Senior Representative requires us to be an expert in account management and to find the best answers in any circumstance. Putting our customer service, mentorship, and team-building abilities on full display.

Customer Service Representative**2021 August – 2023 April**

Clarifies the customer's complaint, ascertains the root of the issue, chooses, and explains the best remedy, expedites correction or modification, and follows up to guarantee resolution to resolve product or service issues.

Skills

- Attention to detail
- Communication
- De-escalate issues and bring out the best in the teams
- Owning team results and leadership skills
- Leading the team to craft unique solutions
- High-level decision making
- Passionate and ability to elevate peers