

CHARRY BENEDICTO

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Computer Engineer / Customer Service Representative

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Sta Rosa City, Laguna 4026, Philippines



PROFESSIONAL SUMMARY

A BS Computer Engineering graduate with over 17 years of experience in Customer Service, Sales, Technical Support, and Back of House Roles. I am extremely motivated and passionate about learning new skills. I work with integrity and make sure that I manage my time efficiently.

EDUCATION

University of the Immaculate Conception

Bachelor of Science in Computer Engineering
2001 – 2006

SKILLS

- Good English communication skills
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Familiar with computer hardware
- Knowledgeable in Microsoft app and tools
- Data Entry
- Can lead and Supervise a team
- Excellent customer service Skill

WORK EXPERIENCE

SUBJECT MATTER EXPERT\CUSTOMER SERVICE

Teletech | 2023 - Present

- Providing real-time support to agents
- Person of Contact if Supervisor is not available
- Helping supervisors manage the team (monitoring team reliability, performance, and leaves)
- Helping Supervisors in coaching team members
- Taking Supervisor calls

CUSTOMER SERVICE & SALES REP

Teletech | 2013

- Taking inbound calls,email, and chat regarding billing, sales and account
- Coordinating with other departments to ensure order information is correct
- Making outgoing calls to customers if necessary
- Case managing customers account to ensure all issues has been fixed.
- Assisting customers via chat

VIRTUAL ASSISTANT

OPFH Corp- Remote August 2021- October 2021

- Helping in website editing Research (for sale properties)
- Research (for sale properties)

CUSTOMER SERVICE,TECHNICAL & SALES REP

TRANSCOM Worldwide Philippines- 2006-2013

- Over-the-phone technical support for LAN devices
- Taking inbound calls about billing, sales and account
- Digital cable box activation
- Data Entry