

RACHEL ANN SAN DIEGO
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Tabing Bakod, Sta. Maria Bulacan 3022

Professional Summary

- Versatile Technical Support Representative skilled at offering clients easy-to-understand guidance and actionable advice.
- Friendly and reliable cashier, offering unmatched customer service and workplace focus. Quick and accurate in cash and card transactions with excellent multi-tasking aptitude.
- Highly efficient crew, well established in fast-paced and challenging environments. Eager to learn with aptitude for applying new knowledge with skill and efficiency.

Work Experience

Customer Care Representative - Vector Solutions **Circa Logica Group, March 2024 - Present**

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Customer Service Representative **IntouchCX, Oct 2023 - Dec 2023**

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Chat Support/Email Support/Fraud Specialist/Content Moderator **TaskUs, Dec 2019 – Oct 2023**

- Approved and reviewed content flowing to the website.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Offered troubleshooting of connectivity issues across networks such as Wi-Fi, cellular, SMS, and calls.

Technical Support Representative **Curo Teknika, Mar 2018 - Sep 2019**

- Offered troubleshooting of connectivity issues across networks such as Wi-Fi, cellular, SMS, and calls.
- Documented support interactions for future reference.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.

Wholesale Clerk

Puregold Price Club Inc., Feb 2016 - Feb 2018

- Monitored inventory to maintain sufficient supply levels to meet business and customer needs.
- Documented cargo movement such and obtained onward movement data.
- Rejected damaged items, recorded shortages and corresponded with shippers to rectify issues.

Customer Service Representative

TechMahindra Ltd., May 2015 - Dec 2015

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Cashier/Receiving Clerk

Puregold Price Club Inc., Jan 2013 - Oct 2014

- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Providing friendly service and assistance to clients promotes customer loyalty, satisfaction and sales.

Cashier

Jayniths Supermart, Aug 2011 - Sep 2012

- Providing friendly service and assistance to clients promotes customer loyalty, satisfaction and sales.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.

Cashier

Parco Selections Supermarket, Oct 2010 - April 2011

- Providing friendly service and assistance to clients promotes customer loyalty, satisfaction and sales.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.

Grocery Bagger

Savemore Supermarket, May 2010 - Sep 2010

- Pleasantly greeted customers and provided prompt and courteous service.
- Helped customers complete purchases by moving heavy items, collecting payments and bagging purchases.
- Delivered assistance and service by carrying packages and bags and securing customer purchases in vehicles.

Service Crew Member

Jollibee Foods Corp., Nov 2009 - April 2010

- Prepared and cooked food orders for customers by noting customizations and portion sizes.
- Keep the food preparation area, equipment and utensils clean and sanitary.

Service Crew Member

Jollibee Marikina, April 2009 - Sep 2009

- Prepared and cooked food orders for customers by noting customizations and portion sizes.
- Keep the food preparation area, equipment and utensils clean and sanitary.
- Kept all prep areas clean by sweeping, mopping and washing down counters.

Education

College

Pamantasan ng Lungsod ng Marikina

Medical and Health Care Assistant - June 2006 - May 2008