

Raymond Cabardo Abella



+639195708440



monding2018@gmail.com



2106 Sition Tambis Banawa Guadalupe Cebu City



www.linkedin.com/in/raymond-abella-6893381b6

Professional Summary

I am an energetic and positive person who never stops learning in terms of working and have an ethical taste of value for the job.

Work Experience

Technical Support/ Service Resolution Specialist

Newfold Digital, Philippines, 03/2022-02/2024 – Present

- Provides excellent service and support to the customers through email and chat when necessary. Diagnoses and solves technical issues involving email clients, website, DNS and more.
- Handles tickets and send email to clients.
- Troubleshoot basic email issues and Nameserver/DNS.

Chat Support Representative

Newfold Digital, Philippines, 11/2020-04/2022

- Proficient in utilizing chat support software and customer relationship management (CRM) tools to efficiently manage customer interactions and maintain accurate records.
- Exceptional written communication skills, enabling clear and concise articulation of solutions and recommendations to customers.
- Strong problem-solving abilities with a track record of identifying innovative solutions to customer issues, resulting in improved productivity and customer experience.
- Upsell products what customer needs and compatible to their service.
- Commision Sales and incentive.

Customer Service Representative

Qualfon, Philippines, 12/2020-12/2020

- To identify customer needs and expectations, to deliver service requests, ensuring the customer receives an effective service by being efficient, knowledgeable and consistent in delivery, with the objective of achieving first contact resolution.

Encoder

UC, Philippines, 06/2015-05/2016

- Encodes information of students when enrolling.
- Set class schedules for students

Waiter/Food attendant

Jackies Pantry, Philippines, 09/2017-09/2018

- Serves food to customer.
- Provide customer service and hygiene.
- Cashiering.

Labourer, Construction and Welder

Abrahams Construction ,Philippines, 06/2017-06/2017

- Lifting heavy equipments
- Manual shoving of massive cements.
- Welding
- Carpentry

Education

Information Technology in

University of Cebu, Cebu City, Philippines, 06/2015 –
04/2018

Skills

Professional

Customer Service

Sales

HTML/PHP

Ethical Thinking

Positive and Outgoing

Technical

Problem Solving

Team Player

Data Entry

MS Tools

Photoshop/Lightroom