



VINCENT



Contact



[Redacted]



[Redacted]



[Redacted]



[Redacted]



[Redacted]



Skills

- Customer Relationship Management
- Effective Communication
- Problem Solving
- Conflict Resolution
- Active Listening
- Process Improvement
- Multitasking
- Team Collaboration



About Me

Dedicated and personable customer service professional with 7 years of experience in delivering exceptional support and fostering positive customer relationships. Proven track record of effectively resolving inquiries, addressing concerns, and ensuring client satisfaction. Adept at utilizing active listening and problem-solving skills to identify customer needs and provide tailored solutions. Strong communication and interpersonal abilities to collaborate with cross-functional teams and contribute to a seamless customer experience.

Education

2006 - 2008

Assoc. in Computer Science



Work Experience

April 2022 - Present

Content Moderator

- Review user-generated content on social media platforms to ensure it aligns with community guidelines. Identify and moderate content that violates policies related to hate speech, harassment, violence, and other prohibited behaviors.
- Understanding client policies and guidelines, and making decisions based on them
- Investigate and resolve user-reported content issues, taking appropriate actions based on established protocols. Collaborate with cross-functional teams to address complex or escalated cases.

Dec 2021 - Feb 2022

Data Entry Specialist

- Handled and booked hotel reservations from accredited travel agencies
- Corrected any data error to prevent later issues such as duplication and data degradation
- Entered data for all upcoming hotel reservations

Work Experience

Customer Service Representative

[REDACTED]

Dec 2020- Oct 2021

Email Support Representative

- Handled Crypto platform account, Provides assistance via Email to the customers with their questions, issues, Complaints, billing, and any other query. Escalate to the relevant team internally and/or externally.
- Monitor customer complaints on social media and reach out to provide assistance

Customer Service Representative

[REDACTED]

Jan 2020- Sept 2020

Chat Support Representative

- Handling Telco account, Providing Customer Services through chat. With great customer service and the ability to meet the needs of clients who need assistance. Provides sales and customer service support to customers live chatting or instant messaging.
- Successfully presented products by utilizing effective sales and persuasion skills in addition to a solid knowledge of the company's products and competitor's products.

[REDACTED]

March 2017 - Dec 2019

Warehouse Assistant Manager

- Assist the Warehouse Manager in planning and executing warehouse operations, including receiving, storage, order fulfillment, and shipping processes.
- Monitor inventory levels, conduct regular stock checks, and coordinate with procurement to ensure adequate stock availability while minimizing excess inventory.
- Oversee the accuracy of order picking, packing, and shipping processes to meet customer requirements and timelines.
- Generate and analyze reports related to warehouse operations, providing insights to management for decision-making.
- Resolve any operational issues that arise in a timely manner, collaborating with cross-functional teams to find effective solutions.
- Maintain a clean and organized warehouse environment, ensuring adherence to safety standards and regulations.

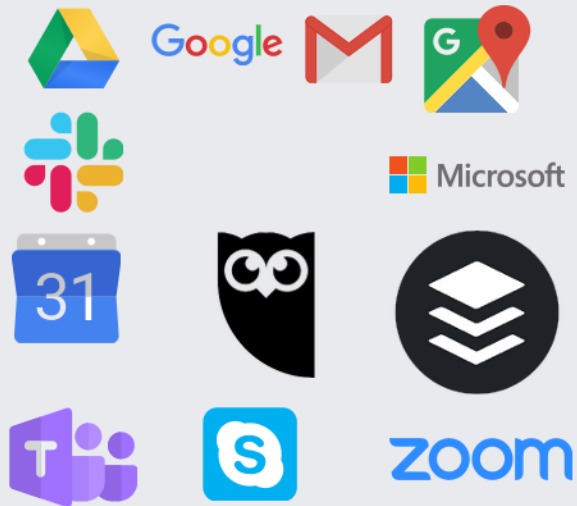
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May 2015 - Feb 2017

Account Specialist

- Accept bookings from clients thru email
- Booking of deliveries as well as coordination with our client pertaining to deliveries
- Oversee the accuracy of order picking, packing, and shipping processes to meet customer requirements and timelines.
- Prepare documents for deliveries
- Coordinate and endorse booking to Dispatch Department including preparations for delivery
- Monitoring of the delivery team
- Emailing a scanned copy of the delivery document to the respective client.
- Inform and update client on every accomplished delivery
- Submit to DPMI's billing section concerning complete details of delivery document

Tools



Trainings

- Amazon Dropshipping Basic Product Research
- Amazon FBA Wholesale Product Research
- Canva
- Microsoft Office
- Data Entry Skills
- Home Based Connect - Social Media Manager/Virtual Assistant Training
- Fruit Grower Short Course - Tesda

Character Reference

