

RON [REDACTED]



CAREER OVERVIEW

A professional with expertise in customer service, debt collections, and sales. With nearly two years of experience as a Customer Service Representative for a US Telco campaign, he adeptly handles various customer issues while maintaining a focus on sales techniques. In debt collections, he demonstrated resilience and persuasive skills in securing payments while preserving customer relationships. In a sales-focused role, he excelled in driving revenue generation through cold calling and deal closures. His well-rounded skill set and track record make him an ideal fit for roles requiring effective communication, problem-solving, and relationship-building in a customer-centric environment.

EXPERIENCE

Customer Service/ Technical Support

[REDACTED] | June 2020 - March 2022

June 2020 to May 2021

- Answer basic questions about the services, bill concerns, and sales
- Walkthrough customers for performing basic troubleshooting for network issues
- Customer education/ Pitch Sales

Advanced Services Department [REDACTED]

May 2021 to March 2022

- Taking escalation calls for persisting network and account issues of the customer
- Providing resolution for on-going problems on customers' lines and plan
- Provide refunds and credit if necessary for bill escalations
- Pitch Sales

[REDACTED] Third-party Collections | April 2022 to April 2023

Debt Collections Specialist [REDACTED]

- Makes outbound calls to consumers with delinquent accounts forwarded by clients (Debt buyer)
- Provides payment plan options for consumers to fix or settle the debts.
- Provides Debt Release Letter for consumers with zero balances or settled accounts
- Receive inbound calls of consumers who wants to pay or has queries with their delinquent account/s.

[REDACTED]
Cold Caller | April 2023 - May 2024

- Makes outbound calls to potential leads that can switch garbage pick up service
- Provides option and persuade leads to avail/switch services highlighting benefits with the company service provider.
- Assist in closing contracts with leads

EDUCATION

[REDACTED]
Arts and Design- Media Arts
SY. 2019 -2021

SKILLS

- Basic computer literacy skills
- Organizational skills
- Time-management skills
- Verbal and written communication skills
- Resolve and process technical concerns

REFERENCES

