



Gerald [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Objective

To pursue a career that empowers me to unleash my full spectrum of skills and capabilities, while continuously expanding my expertise within my profession. My aim is to not only contribute to the progress of your business but also to catalyze it's growth through my dedication and ongoing pursuit of excellence.

Experience

- [REDACTED] Aug 07, 2023 - Present
Customer Care Associate
 - Blended task chat support and phones for customer service role
 - Assist customers via chat with max of 4 live chat concurrency
 - Perform investigation about for any delivery issues, discount not applied and missing orders
 - Compensate customers for any recurring issues, and billing dispute.
- [REDACTED] Jan 25, 2023 - Jun 26, 2023
Chat Support Advisor
 - Blended task chat support and email [REDACTED]
 - Assist B2B clients about their [REDACTED] subscription and any online stores issues
 - Perform technical support for any domain issues, shipping issues, product animation and subscription errors
 - Driven for excellency and customer satisfaction
- [REDACTED] Aug 30, 2022 - Dec 26, 2022
Customer Support Coordinator
 - Back office tasks for car dealerships claims
 - Perform preapproval for submission of claims and website monitoring
 - Meets or exceeds target productivity on daily basis assigned by Team Leader
- [REDACTED] Feb 07, 2022 - Aug 15, 2022
Hire Car Consultant
 - Customer Service role via phones with administration task
 - Scan documents to manually fill in missing information and scanning back to the system to send back to client
 - Meeting with the client on a daily basis for any updates and working process
 - Assist customers for car accident report [REDACTED] follow up car repair status, invoice, and toll and fine nomination

- [REDACTED] Sep 09, 2019 - Feb 07, 2022
Customer Care Specialist
 - Blended task customer service role for phones and email
 - Assist customers via email and phones regarding cashback process
 - Assist customers cancelation and refund
- [REDACTED] Apr 29, 2013 - Sep 09, 2019
Customer Service Specialist & Admin
 - Blended task for customer service role and admin
 - Received incoming calls for car reservation in U.S. rental extension, escalation and quotation
 - Perform car booking [REDACTED] via email and phones, handling several line of business such as regular booking, Travel booking, Group booking, Insurance booking
 - Monitor email productivity and send EOD report
- [REDACTED] Aug 09, 2011 - Apr 29, 2013
Customer Service Representative
 - Assist customers regarding health membership concerns via phone
 - Perform investigation about rejected claims of medicine through pharmacy
 - Process prior authorization request
- [REDACTED] Jan 17, 2011 - Jun 01, 2011
Customer Service Associate
 - Received incoming call [REDACTED] financial concern
 - Driven for excellency and customer satisfaction
- [REDACTED] Nov 08, 2010 - Jan 14, 2011
Customer Service Representative
 - Blended task for phone and email for online dating app concerns
 - Perform investigation, and trouble shooting steps about playing video and etc.
 - Driven for excellency and customer satisfaction
- [REDACTED] Oct 26, 2009 - Nov 01, 2009
Customer Service Representative
 - Customer service representative position f [REDACTED]
- [REDACTED] Aug 10, 2009 - Sep 21, 2009
Teleservice Representative
 - Perform outbound calling to customers in U.S. to offer financial consolidation services
 - Meets or exceeds target sales quota via offering excellent customer service role

Education

- [REDACTED] 2023
7- Days Workshop Copywriting

- [REDACTED]
100 Hrs. Finishing Course for Call Center Agent

2007

- [REDACTED]
1st Year College Undergrad / Bs. Information Technology Major in Computer Science

2006-2007

Skills

- Communication Skills
- Typing Skills
- Customer Service Skills
- Persuasive Copywriting Skills
- Multitasking

Reference

- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
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- [REDACTED]
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