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| |  | | --- | | Ian Carlo Roxas | | Dedicated Customer Service Representative committed to providing high-quality service by listening to customers and responding quickly to satisfy their needs. Strong interpersonal skills and understands best practices for dealing with difficult and challenging situations.    **Work History**       |  |  |  | | --- | --- | --- | | **2017-12 - Current** |  | Customer Service Representative  *VXI Panorama II, Quezon City*   * Handling At&t Account as a Billing and sales Expert * Improved customer satisfaction ratings by addressing issues and fostering timely resolution. * Conferred with customers about concerns with products or services to resolve problems and drive sales. * Also Trained as a Retention Specialist to persuade cancelling customers to stay with the company. |  |  |  |  | | --- | --- | --- | | **2016-05 - 2017-04** |  | Customer Service Representative  *Startek, Makati*   * Handled Cincinnati Bell Account * Reviewed and solved account and billing discrepancies. * Utilized exceptional communication to connect with customers, assess needs and present solutions. * Got upskilled as an ELITE representative wherein we a also handle technical concerns that requires us to do troubleshooting, equipment replacement and creating tech appointment if needed. |  |  |  |  | | --- | --- | --- | | **2015-10 - 2016-03** |  | Customer Service Representative  *Convergys, Manila, 00*   * Handled Macy's and Bloomingdale's Account * Assisted call-in customers with questions and orders. * Replacing damage and lost shipments * Issued credit or full refund for customer returns and reported on product defects or damages resulting from shipping process. * Got transitioned as back office support specialist afterwards wherein our job there is to modify multiple shipments, wrong placed orders and approving replacement items. |     **Education**       |  |  |  | | --- | --- | --- | | **2012-06 - 2014-06** |  | **Some College (No Degree): Accounting Technology**  Manila Business College - 1671 Alvarez St. Sta. Cruz, Manila |  |  |  |  | | --- | --- | --- | | **2008-06 - 2012-04** |  | **High School Diploma**  Cayetano Arellano High School - Teodora Alonzo St. Sta. Cruz Manila |  |  |  |  | | --- | --- | --- | | **2002-06 - 2008-04** |  | Padre Gomez Elementary School - Pedro Guevarra St. Sta. Cruz Manila |     **seminars**      • GO NEGOSYO (WORLD TRADE CENTER) 2ND FLOOR WTCMM Building, 1300, Pasay Metro Manila March 17, 2014 • Association of Marketing Educators of the Philippines College of Saint Benilde July 12, 2013 • Innov8tive Training Solutions Unit 502 Bldg.820 J.P Rizal Makati City April 21, 2013 |  |  | **Contact**      Address  1615A Felix Huertas St. Sta Cruz Manila  MANILA, 00, 1014  Phone  09098742452  E-mail  roxasian2020@gmail.com    **Skills**      Account Management  Complaint resolution  CRM  Customer Service  Inbound and outbound calling  Sales expertise  Sales techniques |  |

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