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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**

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| **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.
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| **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.
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| **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.
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 **Education**

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| **2012-06 - 2014-06** |  | **Some College (No Degree): Accounting Technology**Manila Business College - 1671 Alvarez St. Sta. Cruz, Manila |

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| **2008-06 - 2012-04** |  | **High School Diploma**Cayetano Arellano High School - Teodora Alonzo St. Sta. Cruz Manila |

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| **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 ManilaMarch 17, 2014• Association of Marketing Educators of the PhilippinesCollege of Saint BenildeJuly 12, 2013• Innov8tive Training SolutionsUnit 502 Bldg.820 J.P Rizal Makati CityApril 21, 2013 |  |  |  **Contact**  Address 1615A Felix Huertas St. Sta Cruz ManilaMANILA, 00, 1014Phone 09098742452E-mail roxasian2020@gmail.com **Skills**  Account ManagementComplaint resolutionCRMCustomer ServiceInbound and outbound callingSales expertiseSales techniques |  |

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