




BRYAN BUENVIAJE

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Objectives:

Seeking an entry-level to begin my career in a high-level professional environment.

WORK EXPERIENCE

iQor Philippines:

2018-Up to present

Customer Service Representative

DUTIES AND RESPONSIBILITIES:

- Making sure to resolve the issue in a timely manner.
- Making sure that all of the information is accurate.
- Managing incoming calls and customer service inquiries.
- Identifying and assessing customers' needs to achieve satisfaction.

Troubleshooting Agent

DUTIES AND RESPONSIBILITIES:

- Troubleshooting technical issues.
- Resolving network issues.
- Speaking to Customers to quickly get the root of their problem.
- Providing timely and accurate customer feedback.
- Talking customers through a series of action to resolve a problem.
- Following up clients to ensure the issue is resolved
- Managing multiple cases at one time.

Dealer support group

DUTIES AND RESPONSIBILITIES:

- Quality customer service.
- Maintain an open line of communication with dealer base.
- Educate dealers and applicants on the process.

SKILLS

- Basic knowledge in using Microsoft Excel
- Basic knowledge in using Google Sheets
- Customer service skills
- Transferrable skills
- Basic Computer skills