



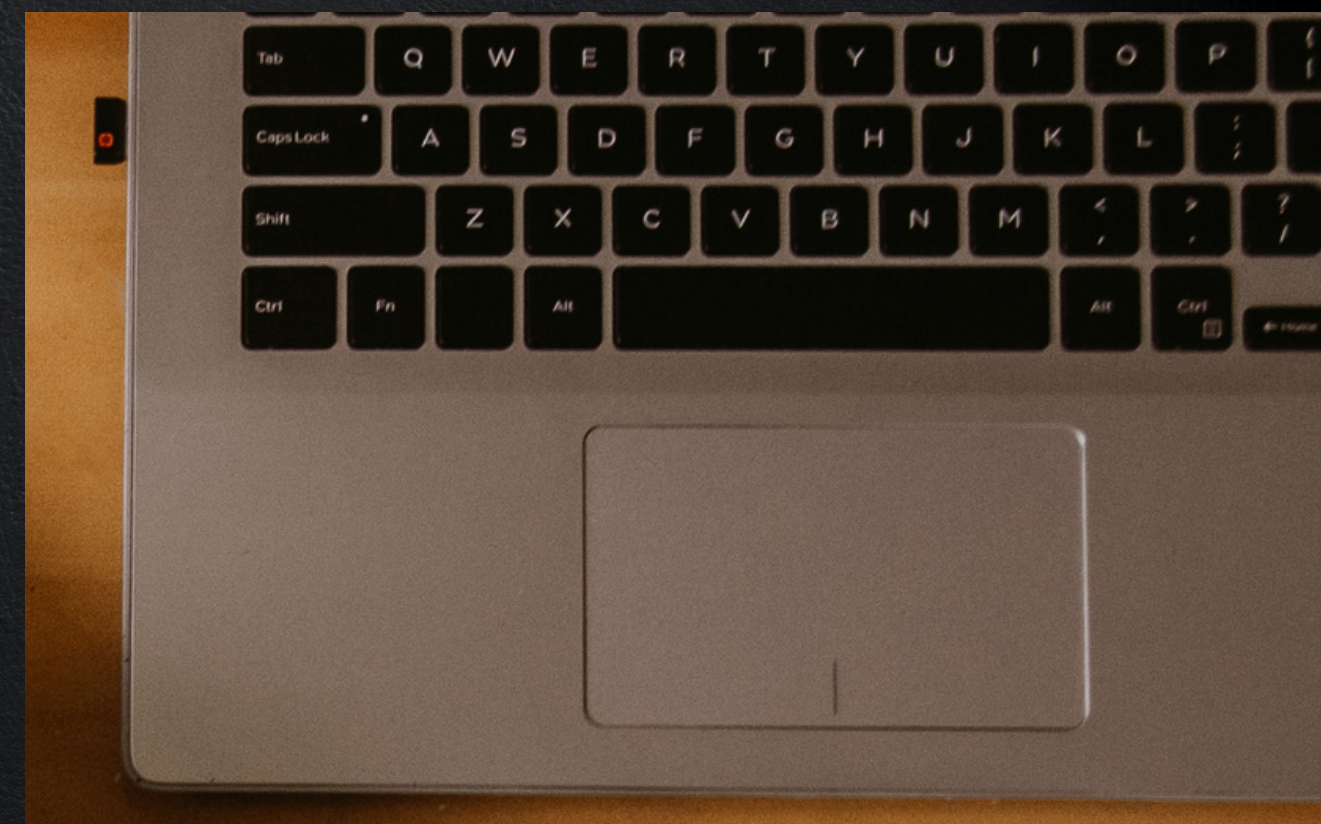
# Rommel Manabat

You're next STAR hire

Ready to *HELP*



01.



# I AM ROMMEL

Applying for the CUSTOMER SERVICE REP POSITION

- **Qualifications Summary:**  
Effective communicator both written and oral.  
Establish long lasting relationship with the customer  
and has good marketing skills.  
Passionate, Driven and Goal Oriented.



## ● Commitment



Accuracy, Proficiency, Assistance, Service, Satisfaction, Timeliness, Integrity and Hardwork. These are my primary aims in rendering jobs to every client that i will work for.

### ✓ Skills

Active listening and Hyper learner.

Computer and system navigation.

Proficiency in Ms office and Google suite

### ✓ Objective

To find a suitable position where i can utilize my skills and knowledge in customer service, sales and other fields of customer service driven industries.

### ✓ Strengths

Customer Centric -  
Establish long lasting relationship with the customer

il thrive in situations that need problem-solving skills



# Work History

## **Grab Driver**

Grab Philippines

March 2018 - May 2021

## **Valuer Support Coordinator - Appointment Setter**

Jones Lang Lasalle

Mar 2016 - Nov 2016

Being the first point of contact for our valuer and customers to provide them with the information and assistance  
Organize inspection times and manage allocations amongst valuers

## **Risk Management Analyst**

JP Morgan Chase and Co

Apr. 2014 - Dec 2015

Make use of problem solving / decision making and customer service skills to achieve highest level of customer satisfaction.  
Monitor constantly customer and transactional records to identify unauthorized transactions and fraudulent accounts



## Work History

### **Customer Service representative**

GECRF Global Services Philippines

Sept. 2013 - March 2014

- Answer inbound calls from customers and stores regarding all facets of client credit cards.
- resolve credit inquiries on new accounts and authorize sales on existing accounts.
- processes card activation and assistance on card applications.
- provides assistance and resolution to charge/bill disputes and identifies fraud.
- make use of problem solving / decision making skills to achieve highest level of customer satisfaction.
- comply with over-all call quality and industry compliance standards

## Work History

### **Inside Sales Representative II - Telstra**

Teletech Makati

Sept. 2013 - March 2014

handles sales and product queries, performs cold calling and B2B calls.

answers to billing related queries, process payments, collects current and overdue accounts.

### **Customer service Representative - Onstar**

Convergys Philippines Services Corporation

May 2009 - Dec 2010

Part of the Inbound Sales Team; provide direct marketing, sales support and excellent customer service

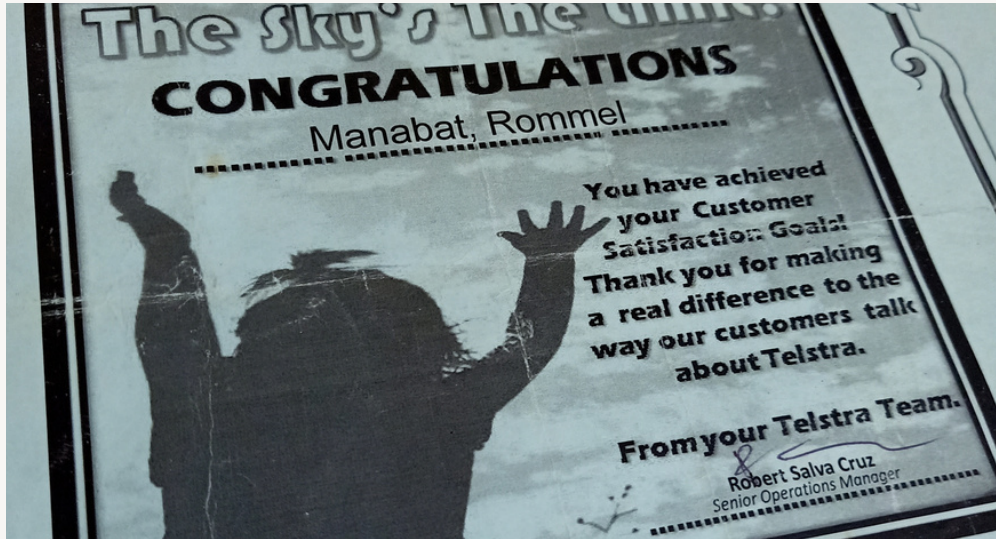
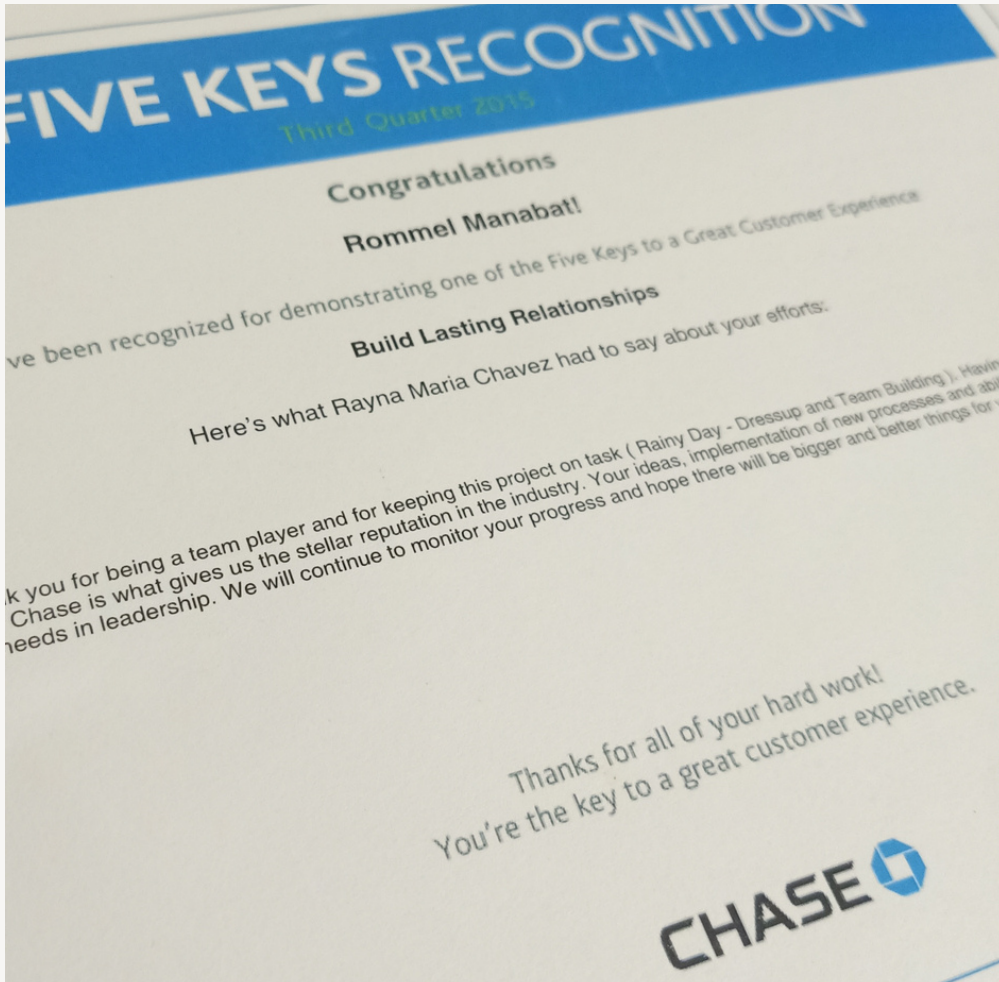
Handles sales inquiries/subscription

Up-sells upgrade services and hands-free calling car phone minutes



# Awards and Recognitions

Proven track record for delivering excellent customer service.



Looking forward  
to working with you!

