





# ADAMS A. RAMELO

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 9th st. Al Jahily Al Ain  
UAE

## EDUCATION

### ADAMSON UNIVERSITY

Manila, Philippines

BSBA Major in Operations  
Management

2011 - 2015

### ST. BERNARD ACADEMY OF TAGUIG, INC.

Taguig City, Philippines  
Secondary Level

2007-2011

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## SKILLS

Empathy Friendliness

Adaptability and Flexible

Communication

Teamwork

Attention to detail

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## PROFILE

Highly responsive to customers' needs and always looking to find a solution to customer inquiries. A team player who goes the extra mile to ensure customers are satisfied. Providing excellent customer service fully equipped and knowledgeable about the product and services.

## WORK EXPERIENCE

### CUSTOMER SERVICE

#### ASSOCIATE

Accenture Philippines | 2022 -  
2023

#### GOOGLE FI

Technical support for a MVNO telecommunication service primarily in USA.

- Assisting customers with various concerns on their accounts such as activation, billing and other tech issues.
- Providing excellent customer service experience.
- Making sure that customer will be satisfied to the company service.

### HOTEL RESERVATION

#### SPECIALIST

Teleperformace | 2019 - 2020

#### HILTON RESERVATIONS

Customer support for a well-known hospitality company that manages and franchises a broad portfolio of hotels and resorts.

- Updating customer for good deals depending on their needs such as leisure or business purpose of stay in the hotel.
- Since the company has different kinds of hotels we are helping them to choose what type of amenities and service that will suit for their events.
- During their stay at the hotel we still helping throughout their experience helping them to book a laundry/parking options or room service appointments.

**CUSTOMER CARE FOR  
COMPUTER GAMING SERVICES**  
TELUS International  
2018-2019

**EPIC GAMES**

Customer care representative for an American video game and software developer and publisher based in Cary, North Carolina. (Contact center.)

- Resolve player concerns. Supports game players via email, forums, chat, in-game and social media channels.
- Identify player s needs, clarify information, research every issue, and provide solutions and/or alternatives.
- Give accurate and real-time responses to player inquiries.

**CUSTOMER SUPPORT E-  
COMMERCE**

Cognizant Solutions  
2017-2018

**PAYLESS SHOESOURCE**

Customer care representative for a chain retailer supplying a selection of discounted footwear & accessories for kids & adults US based only.

- Responsible for handling inquiries, complaints, and other issues from customers who have purchased products specifically shoes online.
- Provide assistance with order tracking, product information, and warranty claims. Also troubleshoot technical issues and process returns or exchanges.
- Assisting customers with tracking their package and providing updates on its delivery status.

**TICKETING AGENT**

SMB Travel Management  
Philippines  
2015-2016

Booked flights, transfers and accommodation.

- As primary tasks is to sell tickets and providing information about flights, and helping passengers as they are boarding a plane. We also help passengers check their baggage and choose or upgrade their seats.
- Answering questions on travel arrangements such as routes and time schedules makes and confirms reservations. We calculates the expenses depending on customer budget.
- Assist pre-boarding passengers and provide information on fares and flight schedules and routes; Trace lost, delayed or misdirected baggage for customers

Character reference as requested,

I hereby certify that the above statements are true and correct to the best of my knowledge. I understand that a false statement may disqualify me for benefits.

  
**Adams A. Ramelo**

Applicant