



RYAN JOSEPH DUKA

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OBJECTIVE

To pursue a professional, satisfying, and challenging career that would enhance my potential and help broaden my knowledge and skills and provide excellent customer service with passion and dedication for the company to meet and surpass its goals.

EDUCATION **Our Lady of Fatima University – Antipolo Campus Philippines**

March 2015 – 2019 Bachelor of Science in Business Administration/Commerce - Major in Marketing Management.

EXPERIENCE

GRANDIOSE SUPERMARKET L.L.C – JULY 2023 – January 2024 (Seasonal Contract) Quality Assurance Executive Victory Heights, Sports City Dubai

- Work as a single point of contact of live support for floor pickers, drivers, partners and customer order outsource resources of delivery partner.
- Live monitoring of order dispatching time of all channels of Grandiose Supermarket, Instashop, Deliveroo, NowNow, Careem. Action and escalate SLA that breaches related to Operations and Delivery time.
- Received and resolve to take charge of store customer complaints and ensure customer satisfactory resolution and reporting proactive measures on to prevent customer complains when needed, giving wallets credits as a compensation.
- Manage customer's requests for order edits, order support, payment method, return items, replacements. Follow up with concerned departments till resolution has given.

CONCENTRIX INTERNATIONAL – April 2021 – May 2023

Customer Service Associate / Subject Matter Expertise Quezon City Metro Manila Philippines.

- Handling complaints via incoming inbound calls, Email and Chat regarding with their food when it will be delivered or the status of the received items if its damage and tampered with foreign objects. Upselling our products where we offer to our customer good deals and exciting promotions or voucher in order for us to generate more revenue and credits.

- Promoted as Subject Matter Expertise. The duty is to support the entire team if they're having a hard time deciding if the food/product is refundable or damaged to ensure the fact and details of are correct so that the product will meet the needs of policies, standards and best practices.

- Attending and conducts a huddle orientation training and in-service training on company updated policies, work procedures, and demonstrate how to handle the received tickets. Pass on information from the management to the staff and vice-versa.

THE RESULTS COMPANIES Jan 2020 – Jan 2021

Email Support/Client Analyst Frontera Verde Drive, Julia Vargas Ave. Ortigas Center Pasig City Philippines.

- Receiving an Inbound calls of a telecommunication Company regarding with their service of voice calls and data service from our customers from USA, especially when activating their phones and its benefits to use.

- Providing advance and basic troubleshooting steps on how to restart their phone services on data, telephone signals and double check if the cell towers are down or scheduled for maintenance.