

Rachelle Ann Reyes Sumera

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Isabela, Philippines 3305

PROFILE

I have handled different role to enhance my knowledge and skills in providing excellent customer service in all aspect, and with combined knowledge, skills, and attitude, as a motivated, independent, and versatile employee. I am keen to further my experience and skills to provide support to the team and deliver value to the organization.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

October 2022-July 2023

Everise – Fort Bonifacio, Taguig PH

- Provides all key support for members' inquiries, providing answers around claims status, benefits, physician and hospitals, appeals, and even member and disease-specific education
- Answering inbound calls from the member and making outbound calls for follow ups on their account

CUSTOMER SERVICE UNDER CRM OPERATIONS MANAGEMENT

October 2021-June 2022

Concentrix – Quezon City PH

- Escalation management role, solving ticket sent by the member regarding their account, replying on the thread to provide resolution on their concern
- Making outbound calls to the member for further assistance

CUSTOMER SERVICE REPRESENTATIVE TIER 2

September 2020-February 2021

Teletech Philippines – Araneta Cubao PH

- Assist customers and resolve their concerns to achieve first contact resolution. Providing excellent customer service
- Coordinating with the merchant, dasher, and the member regarding the stats of their order

CUSTOMER SERVICE ASSOCIATE II

August 2018-January 2020

FIS Global Solutions Philippines Inc. – Makati City PH

- Coordinating with the customer regarding their accounts, plans, and devices. Sales, technical support, and general support provided excellently
- Giving all the information needed regarding their accounts through calls, emails, and chat. Also, providing different kind of plans, devices they could avail and some basic troubleshooting.

EDUCATION

Four Year General Secondary Graduate

Isabela Colleges Inc.

June 2010-March 2014

- Graduated with High Honor

SKILLS

- Excellent written and verbal communication skills, confident, articulate and professional speaking abilities and experience
- Ability to provide detailed concepts into understandable planning in both verbal and written aspect
- Capable of working with others to effectively provide solution, combine patience, determination and persistence to troubleshoot client issues
- Knowledgeable in computer skills, with the ability to quickly learn and apply new software applications to the position
- Highly proficient in achieving high levels of multi-tasking by remaining focused and goal-oriented
- Excellent in providing good customer service and leaving good impression