

## REYMARK R. ENRIQUEZ

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### PROFESSIONAL SUMMARY

Customer service and support professional with over 15 years of experience across telecommunications, banking, and digital advertising. Skilled in customer retention, technical troubleshooting, real-time operations, and credit card support. Recognized for high-quality service, problem-solving skills, and strong interpersonal communication. Quick to adapt in fast-paced environments with a strong sense of accountability and attention to detail.

### CORE COMPETENCIES

- Customer Service & Retention
- Technical Troubleshooting
- Escalation & Incident Management
- Credit Card Application Assistance
- Workflow & Schedule Monitoring
- Online Banking Support
- Google Ads & Dashboard Support
- Policy & Compliance Adherence
- CRM Systems & Ticketing Tools

### PROFESSIONAL EXPERIENCE

#### Teleperformance Philippines – Pasig City, PH

##### ***Reactive Support (Google Local Services Ads) | Mar 2022 – May 2023***

- Guided business owners on dashboard use, billing setup, and ad optimization.
- Resolved complex technical and policy-related issues according to Google guidelines.
- Collaborated with backend teams to expedite bug fixes and ad reactivation.
- Educated clients on best practices to enhance visibility and ad ranking.

##### ***Work Force Management - Mission Control Analyst | Feb 2021 – Mar 2022***

- Monitored agent schedules and managed real-time staffing needs.
- Handled service level deviations and ensured quick resolution of escalations.
- Coordinated across departments to maintain workflow continuity.
- Generated and analyzed daily productivity and adherence reports.

##### ***Inbound Telemarketing (Barclays Bank)***

##### ***Inbound Telemarketing Specialist | Nov 2012 – Feb 2021***

- Handled high-volume inbound calls for credit card inquiries and applications.
- Guided customers through eligibility checks, document submissions, and card activation.
- Explained product benefits and ensured client understanding of terms and conditions.
- Maintained accurate records and ensured adherence to compliance requirements.

##### ***Website Login Assistance Specialist (Barclays Bank) | Nov 2008 – Nov 2012***

- Assisted clients with registration and login issues for online banking platforms.
- Provided troubleshooting for password resets, browser compatibility, and security settings.
- Ensured client data confidentiality in all interactions.
- Escalated unresolved issues to IT and followed up with clients on resolution status.

##### ***Customer Service Representative (Barclays Bank) | Aug 2007 – Nov 2008***

- Responded to a wide range of client inquiries and performed account servicing tasks.
- Resolved billing disputes, account holds, and general service concerns.
- Escalated priority issues while ensuring consistent follow-through.
- Delivered exceptional customer experience with empathy and efficiency.

### EDUCATION

Bachelor of Science in Civil Engineering

University of Cebu – Cebu City, PH

MAY 1999 OCT 2004