



Rachelle Castallas

I am a Customer service professional with several years of demonstrated excellence in achieving company goals and successfully assisting customers. Strong multitasking ability to handle several customers needs with ease.

Contact

Phone

09293900252

Email

calvcastash87@gmail.com

Address

B11 L9 Senate Ph2 Bagumbong
Caloocan City

Education

2011
B.S. Information Technology
AMA University

Expertise

- Excellent Oral & Written Communication
- Quick Thinking & Effective Decision Making
- Active Listener
- Computer Proficiency
- Time Management
- Organizational Skills
- Detail Oriented
- Ability To Meet Deadlines

Language

English

Experience

2021 - 2024

Concentrix | UP Ayala Technohub Quezon City

Customer Service Representative

Supports customers by providing helpful information, answering questions, and responding to complaints. Helps ensure that the customer are satisfied with products, services, and features.

Technical Support Representative

Identifies, investigates, and resolves user problems with their devices with computer software and hardware. Fields supports calls, chat, email and/or other communication with regards of software programming, troubleshooting, connectivity, reservation, etc..

2016 - 2019

National Housing Authority | Caloocan City

Data Encoder

Updates Lot inventory system of Bagong Silang and TALA Development Project. Conducting ocular inspection in different areas within Bagong Silang. Creates document tracking. Batching of Pre-qualification for Awardees to General Manager's approval. Assists in relocation activities. Creates basic organizing program for awardees and non-awardees of Tile. Coordinates with NCR department regarding the summary reports.

2015 - 2016

SOL Advertising LLC | Dubai, UAE

Production Coordinator

Assigns specific Job Orders to different Production units. Coordinates with Clients, Suppliers and Carriers. Creates and keeps deadlines.

2011 - 2015

West Contact Services Inc. | Mandaluyong City

Call Quality Analyst

Evaluating and identifying key behaviors that drive sales and improve customer experience. Prepares and analyzes internal and external quality reports for management staff review. Assessing the quality of the performance of a call center associate who deal with an existing and potential customer.

Reference

Ayie Buenavidez

Team Manager, Alorica

Phone: 09178789807

Email: ayiebuenavidez@gmail.com

Jon Kevin Villegas

Subject Matter Expert, Concentrix

Phone: 09670384631

Email: jkvillegas1993@gmail.com