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Oprra Kalunasan Unit V, Cebu City

SKILLS

Integrity



Leadership



Dependability



Organizational skills



Collaboration



Communication



James Rafael L. Limotan

Highly experienced Customer Care Service Representative with a proven track record of successfully building and maintaining customer relationships. Strong communicator with exceptional problem-solving abilities and a passion for delivering excellent service. Skilled in multitasking and adapting to new situations quickly. Demonstrates professionalism and empathy while assisting customers to ensure their needs are met efficiently and effectively. Recognized for consistently exceeding performance targets and contributing to the overall success and growth of the organization. Seeking a challenging position where my expertise and dedication can continue to positively impact customer satisfaction and organizational success.

WORK EXPERIENCE

Customer Service Representative

Teleperformance

February, 2022 - Sep, 2022

- Excellent communication skills: As a customer care service representative, I have developed exceptional verbal and written communication skills, allowing me to effectively correspond with customers and resolve their issues.

- Problem-solving abilities: I possess strong problem-solving skills, enabling me to quickly analyze customer issues and formulate effective solutions. By resolving customer complaints in a timely and efficient manner, I have consistently achieved high customer satisfaction ratings.

- Multitasking skills: In a fast-paced environment, I have successfully juggled multiple customer inquiries simultaneously, demonstrating excellent multitasking abilities.

- Emotional intelligence: I possess high emotional intelligence, which allows me to effectively empathize with customers and understand their emotions. This skill helps me navigate sensitive customer situations with empathy and professionalism.

- Conflict resolution: I have a proven track record of managing and resolving conflicts between customers and the company. By utilizing active listening and interpersonal skills, I have successfully de-escalated tense situations and reached mutually beneficial resolutions.

- Attention to detail: As a customer care service representative, I pay meticulous attention to detail, ensuring that all customer requests and issues are accurately recorded and addressed. This focus has led to fewer errors and improved customer satisfaction.

Adaptability and also a Team Player.

Technical Support Representative

Concentrix

June, 2023 - present,

A Technical Service Representative is responsible for providing technical support and assistance to customers regarding software, hardware, or other technical products. This role requires excellent problem-solving and communication skills, as well as deep knowledge of various technical systems and applications.

Key duties and responsibilities of a Technical Service Representative include:

1. Assisting customers via phone, email, or online chat to resolve technical issues and provide guidance on products.
2. Troubleshooting software and hardware problems, identifying the root cause, and offering appropriate solutions.
3. Testing and diagnosing technical issues to determine if the problem is hardware or software-related.
4. Escalating complex or unresolved issues to the appropriate department or team for further investigation and resolution.
5. Installing, configuring, and updating software applications and operating systems.
6. Providing product demonstrations and training to customers, highlighting key features and benefits.

functionalities.

7. Documenting and maintaining accurate records of customer interactions, issues reported, and solutions provided in a customer relationship management (CRM) system.

8. Collaborating with the development and quality assurance teams to provide feedback on product enhancements and bug fixes.

9. Keeping up-to-date with technical knowledge and industry trends to provide the most relevant and effective support.

10. Providing excellent customer service by ensuring timely and satisfactory resolution to customer inquiries or complaints.

EDUCATION

Primary Education

Lyceum Of Cebu

May, 2006 - March, 2014

90%

Secondary Education

Oprra National High School

June, 2017 - April, 2021

90%

AWARDS & HONORS

Team Red (Rank 2) - 2022

- Ranked 2nd out of 12 members in customer service performance, maintaining a consistent and high level of customer satisfaction.

- Recognized for delivering exceptional service, resolving issues effectively, and exceeding team goals as the 2nd top-performing Customer Service Representative.

- Successfully achieved a rank of 2nd in customer service performance among a team of skilled professionals, surpassing customer expectations and ensuring their satisfaction.

Intuit Month of August Top Sales (Rank 1) - 2023

- Ranked 1st in sales performance for the month of August at Intuit, exceeding sales targets and contributing to the company's overall success.

- Achieved the top sales rank out of 500+ agents at Intuit for the month of August, demonstrating exceptional sales skills and delivering outstanding results.

- Recognized as the top-performing sales representative at Intuit for August, surpassing sales goals and driving revenue growth.

- Successfully attained the 1st rank in sales performance at Intuit for August, consistently delivering exceptional sales results and making a significant impact on the organization's success.