
REGINE RADGE R. DIAZ

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ABOUT

Licensed professional teacher and experienced customer service expert with a strong background in technical support, ESL teaching, and account management. Proficient in QuickBooks assistance, English language instruction, and resolving customer inquiries. Recognized for excellent communication and problem-solving skills.

Work Experience

Concentrix (Apr 2023 – Oct 2023) QuickBooks Support Specialist

- Provided customer support for QuickBooks setup and use.
- Assisted clients with bank statement balancing and account reconciliation.
- Handled inquiries and provided effective troubleshooting.

Teleperformance (Nov 2019 – May 2021) Customer Service Representative

- Managed magazine subscriptions and addressed customer inquiries.
- Handled issues related to deliveries and subscription fees.
- Promoted and sold additional subscription packages.

Kredo IT Abroad (Jan 2021 – Dec 2022) ESL Teacher (Remote)

- Taught basic conversation and business English to Japanese students.
- Created tailored lesson plans to meet individual learning goals.
- Delivered engaging and effective language instruction.

Eperformax (Mar 2019 – Nov 2019) Customer Service Representative

- Supported the eBay platform with product and account inquiries.
- Processed customer orders and transactions efficiently.
- Maintained high levels of customer service and support.

Skills

- Strong customer service and support capabilities
- Proficient in QuickBooks software assistance
- Experienced in English language instruction
- Effective communication and problem-solving skills
- Adaptable teaching methods for different learner needs
- Account management and technical troubleshooting

License

Licensed Professional Teacher (2019) - PRC

Education and Training

STI-West Negros University (2018) Bacolod City, Philippines

- Bachelor of Elementary Education, Major in General Education

In-Campus Internship STI-West Negros University Integrated School

Out-Campus Internship Apolinario Mabini Elementary School

References available upon request