

# CIELO NIKKO REGONDOLA

CLIENT RELATIONS SPECIALIST

+639625068152  workwithcielo@gmail.com



## EDUCATION

**Bachelor of Science in Hotel and Restaurant Management**      **2007 - 2012**

Jose Rizal University

## WORK EXPERIENCE

**Support Advisor**      **Sep 2023 - Feb 2025**

Task Us - Ortigas - Shopify  
Assists merchants with their Retail and Website concerns. Works with voice, emails and via chat.

**Social Media Support**      **Apr 2021 -Sep 2023**

Ibex Global - Shaw - FedEx  
Coordinates shippers and recipients to resolve package issues, while also managing social media to prevent viral posts and protect brand reputation.

**Accounts Verification**      **Jan 2020 - Apr 2021**

Transcosomos Asia Philippines - Shopee PH  
Worked with clients with their orders and account verifications concerns.

**Billing and Sales Rep Tier3**

**Nov 2014 - Jun 2018**

Ibex Global - Silver City - AT&T Uverse, Mobility and Direct TV  
Worked with clients with their billing. Provides Sales recommendations for them to get the best deal with their current subscription.

**Customer Service Rep**      **Oct 2012 - Nov 2014**

Results Companies Inc. - Virgin Mobile  
Assisted customers with their mobile phone inquiries, phone upgrades and monthly payment plans.

## SKILLS

Team Player  
Excellent written and verbal English skills  
Problem Solver  
MS Office Management  
Ability to collaborate

## REFERENCE

**Arcee Laguindam**

09173492546

Team Leader - Task Us

**Michelle Lemi**

09623450580

Colleague - Ibex Global