



DAVE TINGSON

Skilled Virtual Professional

About Me

Results-driven professional with extensive experience in customer service, technical support, and sales. Proven in resolving issues, identifying upselling opportunities, and enhancing client satisfaction. Proficient in Salesforce and skilled in streamlining operations.

Additional Skills

- Communication
- Problem-Solving
- Collaboration
- Time Management
- Adaptability
- Hardworking

Education

Technical University of the Philippines-Visayas

BS Mechanical Engineering

STI-West Negros University

Business Management Strand

Work Experience

Booking.com **Reservations Specialist** **2022-2024**

- Handled client reservations and ensured accuracy and timeliness of bookings, providing essential information about accommodations.
- Cultivated strong relationships with clients through proactive communication and attention to detail.

Metro by Tmobile **Customer Service Representative** **2021-2022**

- Addressed customer concerns and resolved issues efficiently, maintaining high levels of customer satisfaction.
- Developed strong problem-solving and communication skills through direct customer interactions.

Comcast **Customer Service Representative** **2019-2021**

- Managed customer billing inquiries, technical troubleshooting, and sales, providing a comprehensive support experience.
- Identified customer needs and effectively recommended service upgrades, new products, and bundled packages, leading to increased sales and customer retention.
- Developed consultative sales techniques to enhance customer satisfaction by aligning product offerings with client needs.

Technical Skills

- **Salesforce:** Proficient in managing customer interactions, tracking sales performance, and overseeing reservations.
- **GHL (Go High Level):** Knowledge in automating customer interactions and supporting marketing campaigns.
- **Google Spreadsheets:** Experienced in data analysis, performance tracking, and organizing customer information.
- **Einstein360:** Utilized for managing customer profiles and enhancing service delivery with personalized insights.
- **Operations Management:** Ensured efficient resource allocation and maintained operational tools for day-to-day processes.
- **Customer Relationship Management (CRM):** Strong understanding of CRM strategies and tools to enhance customer engagement.