

# Den Ralph Oculito

## Senior Customer Specialist

Experienced customer facing support roles in different industries such as Telco and Financial accounts through phones, emails and online platforms. Determined to work in an environment where I could apply and impart my knowledge and skills acquired from my previous jobs to make a significant contribution to the success of the organization.

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## WORK EXPERIENCE

### Customer Service Representative

Afni Philippines Inc. (Sta. Rosa)

03/2024 - Present

Sta. Rosa, Laguna

#### Tasks

- General customer service that assists customers in their Verizon billing inquiries.
- Also provides assistance in any account changes such as personal information and plan upgrades & add-ons.

### Senior Rebate Specialist

iQor RMS Collect Phils. Inc.

04/2022 - 01/2024

Sta. Rosa, Laguna

#### Tasks

- Checks systematical error in rebate request submissions for T-Mobile. Encodes and reviews online form submissions by customers, and transfers data to internal systems.
- Provides support and assistance to the team in managing calls and team metrics as a Support Coach or SME.

### Customer Solutions Teammate

PayPal

09/2021 - 03/2022

Northgate Cyberzone, Alabang

#### Tasks

- Assists Venmo customer enquiries related to account transactions such as payment reversals, transaction histories, password resets through phone calls, online tickets and email.

### Contact Centre Voice Agent

HSBC Electronic Data Processing Phils. Inc.

09/2018 - 08/2021

Northgate Cyberzone, Alabang

#### Tasks

- Initially handled KYC reviews on customer profiles through Customer Due Diligence (CDD) and Request For Information (RFI) which allow to review and update customer records for security.
- Eventually transferred to General Banking department which was mainly to take inbound calls from customers to help them with their banking needs.

### Customer Service Associate

iQor RMS Collect Phils. Inc.

10/2017 - 05/2018

Sta. Rosa, Laguna

#### Tasks

- Assists customers in understanding bill disputes and helps in general enquiries. Also conducts sales for service upgrades such as television, mobile phones, tablets, internet services, etc.

## SKILLS

Composed under pressure

MS Office Proficient

Good communication skills (written & verbal)

Team Player

Fast Learner

Good attention to detail

Excellent interpersonal skills

## EDUCATION

### Associate in Hotel and Restaurant Management

University of Perpetual Help System Laguna

06/2010 - 05/2014

### Housekeeping NC II

Jacobo Z. Gonzales Memorial School of Arts and Trades (TESDA Region IV-A)

## LANGUAGES

English

Full Professional Proficiency

Filipino

Native or Bilingual Proficiency