



# Denny Rose Sudaria

## Contact

+63 951 259 3802

dennyrosesudaria46@gmail.com

Phase 2 Don Lorenzo, Toril Davao City

## Objective

Friendly, reliable, and hardworking individual seeking a Service Crew position at McDonald's. Experienced in customer service, communication, and teamwork, with the ability to work in a fast-paced environment while delivering excellent customer experience.

## Skills

- Customer Support (Email, Chat, and Voice)
- Technical Troubleshooting (Internet & Wi-Fi Issues)
- Appointment Scheduling
- Lead Generation & Qualification
- CRM & Ticketing Systems
- Billing & Account Management
- Attention to Detail & Accuracy
- Multitasking & Time Management
- Objection Handling & Persuasive Communication

## Language

- English
- Filipino

## Education

**Technical Vocational Livelihood- Caregiving** 2019 - 2021  
*Saint Helena Garden College and Technology*

- Trained in providing quality care and assistance
- Developed patience, responsibility, and strong communication skills
- Learned proper hygiene, safety, and customer care practices

## Experience

**Lead Generation Specialist** 01/2026 - 04/2026  
*Land AI*

- Conducted outbound calls to landowners to qualify leads, present offers, and gather key property details while handling objections
- Coordinated with the team by documenting leads and ensuring smooth handoff for valuation and closing

**Email Support Representative** 09/2025 - 12/2025  
*Awesome OS*

- Responded to customer inquiries via email in a clear and professional manner
- Assisted customers with billing, subscriptions, appointments, and account concerns
- Helped resolve issues efficiently while maintaining customer satisfaction
- Followed company procedures to ensure accurate and timely support

**Chat Support Representative** 02/2023 - 10/2023  
*Afni Philippines*

- Provided real-time chat support to U.S. customers
- Handled multiple customer concerns simultaneously with accuracy
- Demonstrated patience, empathy, and problem-solving skills
- Maintained high quality service in a fast-paced environment

**Technical Support Representative** 06/2022 - 12/2022  
*Alorica Teleservices Inc.*

- Assisted customers with internet and Wi-Fi connectivity issues
- Explained solutions in a simple and customer-friendly way
- Delivered excellent service while meeting performance targets

## References

**Ivan Mark Mendez**  
Client Success Manager

**Phone:** +63 997 640 8387

**Email:** ivanm@educateuusa.org

**Lerhoid Minglana**  
Demo Marketing

**Phone:** +63 931 873 5945

**Email:** lerhoidm@gmail.com