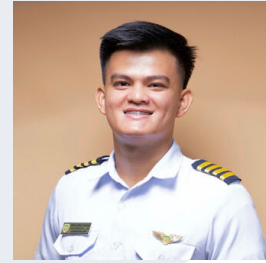


NARCISO, DERICK JAMES D.

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CAREER OBJECTIVE

An experienced Specialist; seeking a full-time position in the company. Bringing my years of experience working in the industry to enhance team performance and contribute to the growth and development of the company.

PROFESSIONAL SKILLS

- Excellent Customer Service and Team Management skill.
- Flexibility in doing assigned tasks by the client. Well-experienced in billing, order-management, administrative, customer and technical support through call, chat, and email.
- Trained to use CRMs such as Zendesk, Amazon Connect, Ring Central, Salesforce, and SAP. Proficient in the use of Microsoft Office and G-Suite applications

PROFESSIONAL EXPERIENCE

ENGIE IMPACT PHILIPPINES - PAMPANGA

Operations Specialist II | March 2023– present

- B2B Support for US clients billing, invoices, and payment processing.
- Provides administrative services and engage to vendors via email or call to collect client information and correct billing discrepancy.
- Manages Data Entry and submission of bill copies.
- Researches payment details via check, EFT and ACH.

Billing Specialist | October 2022 – March 2023

- Responsible for monitoring invoices and statements for timely processing. Obtain bill copy and information from providers.
- Maintains database for accurate reports.

MAJOREL PHILIPPINES - PAMPANGA

Provisional Team Manager | July 2022 – August 2022

- Collaborate with team of specialists to achieve targets and efficiency.
- Communicates goals through daily huddles and develop strategies.
- Works with the team to improve performance, provides ongoing feedback, and develops plans with employees to identify career development opportunities.

Tier 2 Escalation Support | December 2021 – July 2022

- Handled escalation tickets regarding e-commerce website products, tech-related inquiry, fraud transaction and complex shipping issues.
- Subject Matter Expert of the team with mastery in the process and policy. Assigned with processing of refund and replacement.
- Communicate with delivery services companies like UPS, Fed-Ex, DHL, and Uber for timely order tracking,

Tier 1 Order Support | July 2021 – Decemer 2021

- Point of contact of customers for order processing and delivery management of orders online.
- Processing Return Merchandise Authorization(RMA) and return labels.
- Assist with concerns like address change, incorrect or damaged item, and payment concern.

TASK US - PAMPANGA

Customer Service Representative | January 2020 - June 2021

- Customer and Restaurant Support Specialist for an Online Application catering clients from United Kingdom and Australia. Used Zendesk, Amazon Connect, Slack, and Zopim to communicate with customers through chat, email, and call.
- Assigned to support Restaurant Owners regarding real-time order concerns and tech related issues with POS and Tablet devices.

PERSONAL INFORMATION

Birthday: February 17, 2001

Age/Sex: 22/Male

Birthplace: Mabalacat City

Citizenship: Filipino

Civil Status: Single

Height: 5"8

Weight: 68kg

EDUCATIONAL BACKGROUND

JOCSON COLLEGE INC.,

2019 - 2023

- B.S in Aviation Engineering
Technology Major in
Aircraft Maintenance
Technology

REFERENCES

AIDA DORIA

Team Manager - TaskUs

- +639953925051

NEIL PATRICK ALLEN

Team Manager - Majorel

- +639053003276