



FLORENCE RAMBUYON

CUSTOMER SERVICE
REPRESENTATIVE/
TECHNICAL SUPPORT



Contact



San Pedro, Laguna, Philippines



0928-770-7415



<https://www.linkedin.com/in/florence-rambuyon-b91a282b9/>



florence.rambuyon88@gmail.com



Technical Skills

- Customer Relation Management
- Technical Support Service
- Customer Representative
- Sales Closing
- Computer Literate
- Desk Clerk/Receptionist
- Technical Specialist
-



About Me

I am a dedicated BPO expert with extensive experience in customer service and technical support. I take pride in delivering exceptional client experiences, resolving issues efficiently, and building lasting customer relationships. With a strong focus on communication, empathy, and problem-solving, I consistently contribute to team success and client satisfaction.



Education



Bachelor of Science in Computer Science

2006-2007 (Undergrad)

Universidad de Zamboanga



Work Experience

Ace Hardware Philippines

Sales Utility Clerk

Dec. 15, 2012 – May 15, 2013

- As a Sales Utility Clerk, I'm playing a vital role in supporting the sales team by managing administrative tasks and facilitating efficient operations.
- My responsibilities include maintaining accurate records of sales transactions, managing inventory levels, and ensuring the availability of products on the sales floor.
- I'm the one assisting in merchandising, restocking shelves, and addressing customer inquiries, contributing to a positive shopping experience.

Teleperformance Philippines

TSR/CSR

Mar. 03, 2014 – Jun. 29, 2015

- As a Technical Support/Customer Service Representative, I am the one who's be the primary point of contact for customers seeking assistance with technical issues or inquiries.
- My responsibilities include addressing customer queries via phone, email, or chat, troubleshooting technical problems, and providing clear and concise solutions.



Character References

Marjorie Antonio

ENGAGEMENT COACH

+63 928 285 3283

Starktek Inc. (Jupiter Makati City)

Rubelyn Mantong

CUSTOMER SERVICE REPRESENTATIVE

+63 948 224 8743

Teleperformance (Ayala, Makati City)

Ms. Maria Cecilia Almoete

ENGAGEMENT COACH

+63 939 597 7074

Starktek Inc. (Jupiter, Makati City)

Ms. Abegail Martinez

UNIT MANAGER

+63 917 656 8203

COPSSC (Filinvest, Muntinlupa City)

Starktek Philippines Inc.

TSR/CSR

Nov. 14, 2015 – Apr. 22, 2017

- As a Technical Support/Customer Service Representative, I'm the frontline liaison between our company and its customers, providing exceptional assistance and resolving technical inquiries.
- My responsibilities include diagnosing and troubleshooting product or service-related issues, guiding customers through problem-solving processes, and ensuring timely and accurate resolution.
- Effective communication skills, both verbal and written, are crucial for conveying technical information in a clear and concise manner.

Capital One Philippines Support Service Center

Sr. Operations Representative

Jan. 29, 2018 – Feb. 23, 2023

- As a Senior Operations Representative, playing a pivotal role in overseeing and optimizing day-to-day business processes within the organization.
- My responsibilities will include managing operational workflows, coordinating with various departments to ensure seamless communication and collaboration, and implementing efficiency improvements.

Level Home

Product Support Specialist

Oct. 16, 2023 - to present

- My role allows me to combine my technical knowledge with a passion for helping others. Whether it's supporting a customer during setup or resolving an unexpected issue, I make sure they feel heard, supported, and confident in using our smart home technology.
- I act as a bridge between our customers and the engineering or product teams, sharing valuable feedback and insights. I'm passionate about advocating for user needs and helping to continuously improve our products and support processes.