**Gabriel G. Moriones**

**69 Purple Street SSS Village, Marikina City, 1811
Phone: 09995191298 Fax: E-Mail: morionesgabriel@yahoo.com**

**Experience**

**EGS (Alorica) April 2015 – June 2017**

Customer Service Representative for Barclaycard US

I worked as a dispute advisor for Barclaycard US. We receive different disputes, which usually comes in a form of a case. It’s our job to review and to check the dates and transactions of the customer. We usually do outbound calls to both the merchant and the customer. Once they have passed all requirements, we then send a chargeback to their account.

 **Telus Apr 2018- September 2021**

Customer Service Representative for Google QI

Worked as a support representative for Google Cloud. We handled different cases for developers who wanted to have their quota increased. We check each case if they passed the prerequisites of the quota increase. We also send emails to our customers once there is an update on their case. We were trained in using **Google Web-Based Tools** to finish our tasks.

**Growve Philippines**

Email Support Specialist **December 2021 – January 2024**

Working under Growve as an Email Support Specialist. We utilize **Zendesk** to respond to different queries from the customer. We also check information in **Shopify** and **Amazon Seller Central** whenever they have an order query. We not only provide customer service but also manually send products whenever there is a failed delivery. Our responsibilities also include processing refunds, coordinating information with manufacturers, canceling subscriptions and etc.

 **Education**

**Technological Institute of the Philippines [June 2014 – October 2018]**

938 Aurora Blvd. Cubao, Quezon City
Took the course of B.S Electronics and Communications Engineering

**Infant Jesus Academy [June 2004 – March 2014]**

Russet St, Rancho Estate IV Marikina City
Both for Primary and Secondary Education