



GABRIELA LYKA REYES

I'm very experienced in assisting customers with what help they need, in my experience it can be technical, tracking shipments, about their bills, processing refunds and replacements through calls, chats and emails. I also want to acquire valuable knowledge and skills to complement those that I have learned from school in an actual job environment and apply for a position that will allow me to enhance not just my customer service skills and technical knowledge but also to improve my interpersonal and communication skills.

CONTACT

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EXPERTISE

- Communicate through Phones, Chats & Emails
- MS Office
- Adaptability
- Critical Thinking
- Time Management
- Slack
- Zendesk

EDUCATION

BANILAD CENTER FOR PROFESSIONAL DEVELOPMENT

Associate Degree of
Hotel and Restaurant Services

WORK EXPERIENCE

BILLING REPRESENTATIVE

Feb - July 2017

SYKES - Seasonal Account

- Assists Verizon customers with regards with their Bill.
- Giving them updates about there subscriptions if they need to upgrade it or not..
- We create tickets if they experiencing technical issues with their services and in need of a technician visit.
- Also provide credits if necessary.

VIRTUAL CUSTOMER SERVICE

April 2021 to April 2022

Amazon Operation Services Philippines, Inc.

- Help them track their packages.
- Process replacements and refund if needed.
- Help them file a claim when they purchase an item from a third-party seller and the customer did not receive it or they got the package but the item is defective.

SHOPIFY MERCHANT SUPPORT

ADVISOR

June - Aug 2022

24-7 Intouch

- Help Merchants who have problems with their online store.
- Help Merchants customize their online store.
- Communicate Merchants through Calls, Chat and Email.
- Giving tips how to maximize their business by extending their sales to Marketplaces like Facebook, Instagram and TikTok.

TIER 2 TECH SUPPORT ADVISOR

Sep 2022 to April 2022

Concentrix Mactan

- I'm under the Account Kalesa Halo which is RING. It's Security Company and hey sell Security Cameras, Alarm System and Subcriptions for the RING Devices.
- I handle customers who have problems with their subcriptions, basic techinal issues with their RING Devices, customers who needs the One Time Passcode because they can't log in to their Ring Accounts.
- I communicate with the customers through Calls.