

HENRICH P. MALACASTE JR.

A resourceful and flexible individual with a strong background in customer service and support. Manages inquiries and resolves issues promptly, maintaining high customer satisfaction. Embraces challenges and adapts to changing environments, contributing positively to team objectives.

CONTACT

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WEBSITES, PORTFOLIOS, PROFILES

- https://www.linkedin.com/in/henrich-jr-malacaste-3a62b6186/

SKILLS

- Cold calling
- Customer Service
- Customer support
- Technical support
- Technical troubleshooting
- Call centre experience
- Order processing
- Sales promotion

CUSTOM

- Proficient in Microsoft Office
- Excellent writing and verbal communication

EXPERIENCE

11/2023 - 03/2026

Virtual Assistant/ Appointment Setter
Upwork

- Conducted cold calls to potential timeshare owners to communicate details of upcoming member meetings addressing hotel contract violations.

09/2022 - 12/2023

Technical Support/ Customer Service/ Sales Rep.
VXI Globale Solutions - Felcris Centrale Mall, Quimpo Boulevard, Davao City

- Troubleshoot and resolve customer issues and complaints involving cable boxes, TVs, and modems for Comcast.
- Promote service upgrades and subscription plans to customers based on their account needs.
- Promote new phones with monthly discounts and bundled offers tailored to customers' existing plans.
- Assist customers with billing inquiries and automated subscription concerns. Process disputes and investigate supporting documentation and evidence related to customer claims and fraudulent activities for PayPal.

03/2018 - 11/2021

Order Placer/ Customer Service Representative
CNM BPO Solutions - Buhangin, Davao City

- Order placer at Doordash account
- Transitioned to customer service support.
- Addressed customers' inquiry and complaints.
- Assist Dashers in locating the customer's exact house, floor, and room.
- Assist the Dasher in the event of an accident to ensure the orders are completed while prioritizing the rider's safety.
- Assist merchants with unpicked orders and address their sales-related inquiries.

EDUCATION

01/2015
Secondary Education
Sto. Tomas National High School - Sto. Tomas, Davao del Norte

01/2011
Primary Education
Panabo Christian School - Panabo, Davao del Norte

Undergrad Business Administration, Financial Management
University of Mindanao - Davao City