



JANRY V. ACOSTA

CUSTOMER SERVICE/SALES REP

ABOUT ME

Growth and unexpected things are constant. Choosing the right people with good mindset and collaborative characters matter in life and can change the game plan constructively. I like doing things with personal touch and always open for improvement if needed. Better things always happen that way.

PERSONAL DETAILS

- Brgy. Sagua Banwa, Valladolid, Negros Occidental, Philippines
- Nationality: Filipino
- Civil Status: Single
- Gender: Male
- Contact #: 09772906350
- janryacosta23@gmail.com

PROFESSIONAL SKILLS

- Customer Service
- E-commerce
- Sales



EMPLOYMENT HISTORY

Utvsource.com (Remote / WFH)

Aftermarket parts & Accessories for UTV

Bloomington, California, USA

Period: October 2020 – June 2024

- Inbound /Outbound calls, chat, and email
- Refund processor

360training.com

Regulatory-Required Career / Training Course Provider

Bonifacio Global City, Taguig City, Philippines

Period: May 2017 – July 2020

- Inbound /Outbound calls, chat, and email
- B2B Support Rep

Hertz / Dtag

American Car Rental Company

C3 - Customer Contact Channels

Bonifacio Global City, Taguig City, Philippines

Period: May 2015 – May 2017

- Hertz/DTAG Car Reservationist
- Hybrid Customer Support Rep



TOOLS UTILIZED

- **Slack:** Instant workplace messaging tool.
- **Gorgias:** Helpdesk designed for e-commerce companies.
- **Duoplane:** E-commerce automation platform intended for drop shipping
- **Freshdesk:** Propel agent productivity and speedy response to customers.
- **Bright Pearl:** Retail Operating System (ROS) built for hyper scalability.
- **Big Commerce:** Software as a service (Saas) services to retailers.



EDUCATION

(BCC) BAGO CITY COLLEGE

(BEED) Bachelor of Elementary Education (2006 - 2010)

Rafael M. Salas Drive, Bago City, Negros Occidental, Philippines