



Jean Richelle Vejerano

Customer Service Representative

CONTACT

+639 563 685 081

jeanrichellervejerano@gmail.com

B19 L12 Hemlock St Paliparan 2,
Dasmariñas City, Cavite 4144

SKILLS

- Complaint resolution
- Customer Service
- Creative problem solving
- Retail store support
- Order fulfillment
- LiveChat
- Call center operations
- Written and oral communication
- Account management
- Proficient in email management and customer support tools
- Empathetic and patient, with the ability to understand and respond to customers' needs.

PROFILE

Customer Service Representative bringing top-notch oral and written communication skills, active listening, and analytical problem-solving skills. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

EXPERIENCE

Freelancer

- Mar 2023 - Present
Jun 2020 - Apr 2022

Respond to customer inquiries and concerns via call or email promptly and professionally.

Address and resolve customer complaints, providing appropriate solutions and ensuring customer satisfaction.

Customer Service Representative

- Valor Global | T-Mobile
Apr 2022 - Mar 2023

Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Customer Service Representative

- Concentrix | Optus Consumer & Business
Jan 2017 - Jun 2020

Responded to customer requests, offering excellent support and tailored recommendations to address needs.

Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.

Customer Service Representative

- IQOR Philippines | T-Mobile
Oct 2015 - Jan 2017

Educated customers about billing, payment processing and support policies and procedures.

Offered advice and assistance to customers, paying attention to special needs or wants.

Met customer call guidelines for service levels, handle time and productivity.