






John Ivan Lovero

Customer Service Representative

CONTACT

 0950-265-5851

 lovero_ivan44444@yahoo.com

 Brgy. DSB,
Pontevedra,
Neg. Occ.

EDUCATION

La Carlota City College

Bachelor of Elementary
Education Major in
General Education
2008-2012

SKILLS

- Analytical and Problem-Solving Skills
- Technical Proficiency
- Attention to Detail
- Communication and Interpersonal Skills
- Continuous Learning and Adaptability
- Regulatory Knowledge and Compliance

REFERRAL

Rashida Love Cañete

ABOUT ME

Fast learner, flexible and resourceful customer service professional with years of experience in resolving customer complaints and promoting conflict resolution. Ability to work with less supervision, detail-oriented and can manage significant workloads. Expert in lead generation, management, and communication.

WORK EXPERIENCES

PanAsiatic Solutions October 2012 – December 2023

Responsible for answering and establishing corporate phone calls and chat for all 9 brands of a Telecommunication Company while ensuring quality service and customer satisfaction

- Expert in INBOUND and OUTBOUND calls
- Received multiple recognitions for Quality Assurance
- Acknowledged as one of the top agents over 1000+ agents in our center
- Awarded as the Top Chat Support
- Awarded as the Top ERD support (Executive Resolution Department)

Pinpoint Offers USA January 2024–August 2024

Lead Generation

- collects and evaluates potential sales opportunities

Quality Assurance Specialist

- Establish the quality management system and procedures.
- Ensure that the quality control procedures are implemented during every step of the production process.
- Take appropriate corrective actions on identified problems.

Acquisition Analyst

- Prepare all acquisition draft documentation to include briefings as required to comply with the acquisition management directive in accordance with program management best practices

