

John Ray Cordero R.

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PROFESSIONAL SUMMARY

Customer Service Representative with over 3 years of experience in handling billing, technical, and account inquiries. Skilled in communication, problem-solving, and maintaining customer satisfaction.

EXPERIENCE

iQor

Customer Service Representative | Cavite

Jul 2022 - Sep 2023 | Jun 2024 - Oct 2024

- Handled customer concerns related to mobile, internet, and billing services.
- Resolved technical issues and service interruptions efficiently.
- Supported billing inquiries, service modifications, and payment disputes.
- Maintained excellent satisfaction ratings through proactive communication.

Teleperformance

Customer Service Representative | Mandaluyong

Oct 2023 - May 2024

- Assisted customers with insurance and prescription drug inquiries.
- Processed prior authorization requests and explained co-pays and restrictions.
- Educated elderly clients on coverage and costs while maintaining HIPAA compliance.

Transworld System Inc.

Customer Service Representative | Pasig City

Oct 2024 - Jan 2025

- Handled order placements, tracking, and return/exchange requests.
- Addressed complaints, billing concerns, and payment issues promptly.
- Enhanced customer retention through professional service and follow-ups

Ibex

Customer Service Representative | Paranaque

Feb 2025 - Nov 2025

- Supported customers with order tracking, replacements, and issue resolution.
- Coordinated with departments for escalations and complex cases.
- Ensured professionalism and empathy when handling complaints.

EDUCATION

APECS School Dasmarinas, Cavite
Accounting and Business Management

SKILLS

- **Soft Skills:** Multitasking, Adaptability, Problem Solving, Communication, Time Management
- **Certifications and Trainings:** HIPAA Compliance Training, Data Privacy / GDPR Awareness