

Lovelyn A. Regner

B6 L81 Cattleya Street, South Garden Homes,
Salitran 3, Dasmariñas City, Cavite 4114
+63 932 915 8504
lovelyn.regner05@gmail.com



SKILLS / QUALIFICATIONS:

- With excellent Customer Service experience
- Technically proficient in using MS Office such as PowerPoint, Word and Outlook
- Flexible and quickly adapts to changing business needs and processes.
- Proven ability to work independently and cooperatively as a member of a team.
- Excellent communication and writing skills in English.
- Knowledgeable in using various systems such as Zendesk, Oracle and other Customer Service systems.

WORK EXPERIENCE:

- **Customer Service Executive** - March 5, 2020 to November 30, 2023
EXL Service Philippines | 6th Floor, One E-com Center, Harbor Drive, Mall of Asia Complex 1308, Pasay City
 - **UNUM Healthcare Insurance**
- **English Online Tutor** – February to March, 2020
Sapientia Online Tutorial Services | Summerwind Village 1, Salitran 2, Dasmariñas City, Cavite
- **Customer Service Representative** - March 2015 to March 2020
TaskUS Inc. | Lizzy's Nook, Lumina Point Mall, Imus, Cavite
 - **The Real Real (Luxury Authentic Consignment)** – October 2019 to March 2020
 - **Just Eat** – April 2018 to September 2019
 - **Doordash** – March 2018 to May 2018
 - **Deliveroo** - September 2017 to February 2018
 - **FreedomPop** - March 2015 to August 2017
- **Customer Service Representative** - May 27 to September 12 2014
Convergys | Two-Ecom Center, Bay Shore Ave., (MOA Complex) 1300 Pasay City
 - **Microsoft Accounts and Billings**
- **Customer Service Representative** - December 2007 to November 2013
ICT Marketing Services / Sykes Enterprises | RCBC Plaza, Makati City
 - **Ecount Citibank** - January 2010 to November 2013
Shaw 500, Mandaluyong City
 - **Syrius Satellite Radio** - December 1, 2009 to December 30, 2009
Riverbank, Marikina City
 - **Dunn and Bradstreet (DnB)** - July 2009 to November 2009
Riverbank, Marikina City
 - **Chase Claims** - January 2009 to May 2009
Union Tower, Ortigas Center, Pasig City
 - **Equifax Credit Bureau** - December 2007 to December 2008
RCBC Plaza, Makati City

EDUCATION:

- **Tertiary:** 2002-2005
Bachelor Of Science In Nursing
Dr. Carlos S. Lanting College
Sangangdaan, Novaliches Quezon city
- **Secondary:** 1998-2002
San Bartolome Novaliches High School
Holy Cross, Novaliches Quezon City
- **Elementary:** 1992 - 1998
Goodwill Elementary School
Goodwill Homes, Bagbag Novaliches Quezon City

PERSONAL PROFILE:

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|---------------|----------------------|--------------|---------------|
| Date of Birth | : September 25, 1984 | Age | : 39 yrs. old |
| Height | : 5' 3" | Sex | : Female |
| Citizenship | : Filipino | Civil Status | : Married |

CHARACTER REFERENCES:

- **Ciarra Bianca Papa**
Executive Assistant | ZIA Group | Santa Barbara California, US
09051390327
- **James Manalastas**
Customer Service Team Leader | EXL Service | North Mall of Asia Complex, Pasay City
099917576457
- **Rafael Sabale**
Customer Service Team Leader | Postmates | TaskUS Inc. | Lizzy's Nook, Lumina Point Mall, Imus, Cavite
09153881255