



RACHEL ANNE T. TOLENTINO

- Address: 048 Sitio Sandico, Sta. Maria, Mabalacat City, Pampanga | Currently residing in Taguig City
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- Date of Birth: November 29, 2002

Customer service professional with over three years of experience in BPO. Known for delivering exceptional service, resolving complex issues, and improving team performance. Seeking a role to leverage skills for organizational goals.

EDUCATION

- **Elementary Education:** Sta. Ines Elementary School
- **High School:** Children of Fatima School of Mabalacat Incorporated
- **Senior High School:** Angeles University Foundation Integrated School
- **College:** National University Philippines – Bachelor of Arts in Communication (Undergraduate)

CERTIFICATIONS

- Silver Academic Awardee, Senior High School
- Academic Awardee, High School and Elementary
- Gold Medalist, Football, Senior High School
- 3rd Place, Radio Broadcasting, High School
- 2nd Place, Radio Broadcasting, Elementary
- Best Employee Award, Alorica
- Best in Attendance, Taskus
- 100% CSAT, Dida

SKILLS

- Customer Service Excellence
- Technical Support Proficiency
- E-commerce Platform Knowledge
- Effective Communication and Interpersonal Skills
- Multitasking and Time Management
- Problem-Solving and Critical Thinking
- Team Collaboration
- Attention to Detail
- Decision-Making
- Conflict Resolution

WORK EXPERIENCE

Customer Service Representative | Alorica (T-Mobile Account)

September 2021 – September 2022

- Addressed customer inquiries and resolved technical challenges with efficiency.
- Delivered exceptional support to T-Mobile customers, ensuring a high level of satisfaction.
- Contributed significantly to the enhancement of team key performance indicators (KPIs) and the maintenance of performance metrics.
- Played a pivotal role in fostering a positive and engaging customer experience.

Support Advisor | TaskUs (Shopify E-Commerce)

September 2022 – December 2023

- Provided timely assistance to e-commerce merchants and consumers.
- Guided users in navigating the Shopify platform and leveraging its features effectively.
- Resolved technical issues and facilitated payment dispute resolutions.
- Stayed informed on policies and updates relevant to the platform.

Customer Service Representative | Dida (Travel Account)

December 2024 – Present

- Offered email and call support for travel-related inquiries.
- Managed hotel bookings and coordinated with third-party vendors to ensure seamless service.
- Handled a blend of inbound and outbound communications, achieving high customer satisfaction through responsive and attentive service.