



DELOS REYES, RAIZEN MAE

CONTACT ME

- ☎ +639089115275
- ✉ dreyes.raizenmae@yahoo.com
- 📍 The Celandine by DMCI Homes, Quezon City, Philippines

EDUCATION

De La Salle Medical and Health Sciences Institute
Special Health Sciences
Senior Highschool
2019–2021

De La Salle University Dasmaringas
Junior Highschool
2015–2019

SKILLS

- Fluency in english and tagalog
- Social Media Marketing
- Chat and email support experience
- Active Listening
- Time Management
- Ability to process new skills

ABOUT ME

Customer-focused and dependable professional with strong communication skills and a passion for helping others. Quick to learn new skills and adapt to changing environments while delivering excellent service.

WORK EXPERIENCE

Alorica Inc.

2022–2023

Customer Service Representative

- Resolved customer complaints, issues, and product/service concerns with empathy and efficiency
- Met daily targets for response time, customer satisfaction, and case resolution

Foundever

2023–2025

Customer Service Representative

- Collaborated with team members to improve processes and enhance customer experience
- Handled customer inquiries via live chat in a timely and professional manner

Freelance

2021–2022

Social Media Manager

- Works along side with owners in creating fresh and new ideas to market products.
- Delivered works with exceptional feedbacks from clients.

REFERENCES

James Gonzalez

Shift Supervisor

Phone: +639217145493

Email: jamesrgonzalez@gmail.com

Harriet Quintero

Team Leader

Phone: +639560371949

Email: quintero.harrietc@gmail.com