



REUBEN JOHN NAKAR

Phase 1 Main St. LJ Ledesma Subdivision,
Brgy. Buhang Jaro
Iloilo City, 5000
0906 308 4804
zerozhey@gmail.com

Date of Birth: June 18, 1987

Age: 38

Status: Married

Sex: Male

Nationality: Filipino

Religion: Catholic

TECHNICAL SKILL

- Proficient in major operating systems
- Proficient in Android and IOS Support
- Computer Hardware, Software and Networking Support
- Proficient with Microsoft office
- Proficient with G-suite
- Proficient with Streak CRM

PERSONAL CHARACTERISTICS

- Efficient work habits
- Very keen on details
- Multitasker
- Quick learner
- Team player
- Positive attitude

EDUCATIONAL BACKGROUND

2009-2011

3rd Yr Bachelor of Science in Information
Technology

Central Philippine State University
Kanbankalan City, Negros Occidental

SUMMARY

Customer service representative with a collective experience of 8 years, is very keen on providing excellent customer service experience. Specializes in escalations on billing and technical support.

Managed end-to-end travel arrangements, including booking flights, accommodations, and car services, for 7 months as a Travel Operations Associate.

EXPERIENCE

Jetsparency

Travel Agency

September 2024 to April 2025

Operations Associate (Back Office)

- Email communication with clients
- Bookings (Flight, Hotel, Car service)
- Calendar entries and invites
- Database entries (Streak CRM)

Teletech Iloilo

Verizon Wireless

February 2023 to August 2024

Technical Support Specialist III

- Facilitate resolution of customer billing inquiries and disputes efficiently.
- Guide customers through cellphone plans, upgrades, and device activations.
- Provide expert troubleshooting support for hardware, software, and network issues on mobile and home internet devices.
- Handle network escalation reports to ensure timely solutions.
- Act as subject matter expert to enhance team knowledge and support capabilities.

Asurion Iloilo

Verizon Wireless

May 2022 to January 2023

Technical Support Expert II

- Help customers set up and activate their devices.
- Provide remote support for mobile device hardware, software, and network issues.

CHARACTER REFERENCE

Ralph Ceriaco

Chief technology officer
MECS Solutions
0915-935-1421

Aljun Carl Bulan

Agent
Helpgrid
0920-405-1408

Ronie Mark Paulo Jacomille

Senior Logistics Executive
Purity Laboratories Limited
0966-057-8988

Teletech Iloilo

Verizon Wireless
April 2021 to May 2022

Customer Service Representative II

- Assist customers with billing inquiries and disputes
- Assist customers with cellphone plans, cellphone upgrades, activation and setup
- Assist customer with network troubleshooting for mobile device

IQOR Iloilo

Bell Mobility
March 2019 to March 2021

Escalation and Retention Specialist

- Handles escalations for billing, billing disputes, plan and cellphone upgrades
- Handles supervisor escalation calls

Hinduja Global Solutions (HGS)

Dex Media
February 2016 – February 2019

Customer Service Representative

- Assist customers with billing inquiries, payment, and disputes
- Handles online advertising support
- Handles correction inquiries for both print and online advertising
- Provides SEO support for online advertising
- Subject-matter expert

Panasiatic Call Centers Inc.

Simple Mobile
June 2013 – January 2014

Customer Service Representative

- Assisting customers with billing inquiries and payments
- Assisting customers with product types available for subscription
- Providing technical support for cellphone configuration
- Providing technical support for cellphone setup and activation