



REYNALYN LECAROZ

*Customer Service Representative
Social Media Influencer Researcher*

Objective

To work in a company that values career growth and personal development. To be able to help the company achieve its goals and business objectives.

Contact Me

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Education

◆ 2005-2007

Adamson University
San Marcelino St. Ermita Manila
BSBA Major in Marketing

Expertise Skill

- Attention To Details
- Active Listening
- Customer Success
- Time Management
- Interpersonal Skills
- Positive Attitude

Work Experience

Call Expand | February 2008-June 2008

Customer Marketing Associate

- Recommend products to customers, thoroughly explaining details

Keywordsstudios June 2024-August

2025 *Player Support*

- Respond promptly to player inquiries via email and chat. Resolve player issues by identifying problems, troubleshooting, and providing accurate information.

PlanetArt | April 2023-December 2023

Social Media Influencer Researcher

- Search for different influencers in Tiktok, Youtube and Instagram that brand can work with, Connect and negotiate rate with influencers.

ExlService Philippines | Oct 2022-June 2023

Disability Nurse Clinician

- To work with other healthcare providers to care for individuals of all ages with intellectual and development disabilities

iQOR | September 2021-June 2022

Customer Service Representative for CREDIT ONE BANK

- Consult with outside parties to resolve discrepancies and create expert solutions.
- Deliver prompt service & prioritize customer needs
- Investigate & resolve customer inquiries and complaints quickly

3o BPO | February 2020-January 2022

Influencer Researcher (Instagram); Email Support (Crowd One & Nillas)

- Manage & respond to team-leading volume of support tickets and chats submitted via email and through support portal
- Deliver exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences made more than 1000 Logo designs with big companies, complete a lot of complicated work

VXI | November 2016-January 2017

Customer Service Associate (AT&T and DirectTV Ace)

- Deliver exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences
- Cultivate customer loyalty, promoted repeat business and improved sales
- Educate customers about billing, payment processing and support policies and procedures

Call Matrix | July 2014-December 2014

Customer Service Representative and Sales Verifier (COVAU)

- Performs duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment

Harte Hanks | January 2014-May 2014

CSR / TSR Level 1 (Major League Baseball)

- Use critical thinking to break down problems, evaluate solutions and make decisions