




## Rodin U. Pinute

CUSTOMER  
SERVICE  
REPRESENTATIVE

 Purok 4, Brgy. Pianing,  
Butuan City, ADN 8600

 rodinako45@gmail.com

 +6399947833628

### PROFILE

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Knowledgeable and dedicated Technical support professional with extensive experience in the BPO industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients.

### SKILLS

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Technical skills an Savviness



Attention to detail



Clear communication Skills



Customer service expert



## WORK EXPERIENCE

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### TECHNICAL SUPPORT REPRESENTATIVE

*Sykes Asia Inc.*

April 2019 - Sept. 2021

- Assist customer with their concerns/issue in different lines of business of the largest search engine account through various channels namely calls, chat and emails.

### CUSTOMER SERVICE ASSOCIATE

*Alorica*

April 2018- March 2019

- Provided basic technical support for clients on wide range of Home Entertainment company product
- Informed customers about special promotions and provided detailed information for various products.

### CUSTOMER SUPPORT ASSOCIATE

*Convergys/Concentrix*

Dec. 2016 - March 2018

- Assisted customers in identifying issues and explained solutions to restore service and functionality. Invites customer to upgrade services whichever available.

## EDUCATION HISTORY

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**Holy Child Colleges of  
Butuan**

2013

*BS Information Technology*  
Tertiary Education

**Anticala National  
High School**

2011

Secondary Education