

ROGELIO P. TAYOR JR

OBJECTIVE

• To work in a well-established company that suit my skills and be an asset to the company I' am working for.
• To work with professionalism to the best of my ability while granting satisfaction to the assigned task.
• To work competently with dedication to my job

CONTACT

PHONE:
+639637746485

EMAIL:
jeiahr081293@gmail.com

ADDRESS:
Jasper St. Doña Salud Subd. Purok 4 Km.10 Sasa, Davao City

PERSONAL SKILLS

- Customer service
- Problem Solving
- Communication Skills
- Time Management Skills
- Listening Skills
- Computer Literate
- Flexible
- Quick Learner
- Adaptability
- Attentiveness
- Positive Attitude

SOFTWARE SKILLS

- Microsoft Office
- Google platforms
- CapCut
- Adobe Lightroom
- Teams, Zoom, Skype, Discord

EDUCATION

University of Southeastern Philippines
College Undergraduate
2010 - 2014

F. Bangoy National Highschool
Graduate
2006 - 2010

WORK EXPERIENCE

IQOR PHILIPPINES - Chat Support/Customer Service Representative
February 2022–August 2023
- Manage incoming chats from customers.
- Provide Customer Assistance, identify and understand the customer's problems, and deliver resolution.

Flatworld Solutions Philippines - Account Executive
September 2021–November 2021
- Manage autodial outbound calls.
- Ask pre-qualifying questions to assess or know the eligibility of a potential customer for a certain goods and services.
- Explain the benefits or advantages of the services.

Alorica Philippines – Customer Service Representative
June 2020–March 2021
- Handle and carefully respond to all customer inquiries via inbound calls.
- Provide excellent customer service through active listening.
- Work with confidential customer information in a secure manner.
- Aim to resolve issues on the first call by being proactive.
- Appropriately and adequately communicate with customers.

Department of Labor and Employment – GIP or Intern
September 2019–December 2019
- TUPAD(Tulong Panghanapbuhay para sa ating Displayed or Disadvantaged workers) Implementation, Data entry, arranging of files, sorting of profiles and, preparing payroll documents.

VXI Global Services – Account Associate
December 2018–July 2019
- Manage incoming calls from customers.
- Assess customer's needs and guide the customer accordingly.
- Use customer service and critical thinking skills to resolve the customers' issues and ease their concerns.
- Maintain acceptable call lengths while remaining friendly, informative and helpful.
- Maintain productivity and quality standards.
- Demonstrate appropriate sense of urgency for customer responses.
- Escalate customer issues appropriately and correctly.

Lemon Drop Bakeshop – Administrative Assistant
July 2018–October 2018
- Data entry and typing letters, answering phone and making outgoing calls, preparing payroll documents, billings and invoices, purchasing and, providing files upon request and maintaining them in good order.

Virtu Trattoria House and Café – Barista/Frontliner
September 2017–May 2018
- Taking orders from customers and dealing with queries.
- Ensuring the display is always well stocked.
- Preparing food and drinks carefully and to our high standards.
- Managing stock levels and identifying ordering requirements.
- Cleaning equipment, worksurfaces, and public areas.