**Rommel V. Espiritu**

Language and Product Trainer

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A trainer, team lead and an engaging and patient customer service professional with over ten years of experience responding to all types of customer inquiries. Seeking to use proven skills in problem solving and communication to provide the highest level of customer service.

**EXPERIENCE**

2022 – 2023 HeyTutor

* **Remote Talent Screening Specialist**
* Conduct phone interviews to applicants that had passed the initial screening
* Screen submitted applications to identify potential hires
* Schedule a phone interview with applicants by sending sms, email and a phone call
* Answer inquiries from applicants about the details of the job they are applying for
* Endorsed an applicant to the onboarding team once they passed the phone interview

2021 – 2022 Latchel Inc.

* **Customer Service Representative**
  + Receive inbound calls, make outbound calls and answer emails and chat from tenants to either create a new maintenance order or provide the status of a previously submitted maintenance request
  + Receive inbound calls, make outbound calls and answer emails and chat from vendors to make sure all maintenance requests assigned to them are completed. These includes providing details of the work order, scheduling the visit, providing authorization to the proposed budget and processing their payments for every completed work order
  + Receive inbound calls, make outbound calls and answer emails and chat from property managers to assist them in completing the work orders of the tenants

2015 – 2020 The Results Companies Inc.

* **Language and Product Trainer**
  + Provide language training to newly hired employees that focuses on the improvement of their grammar, accent, thought organization and expression
  + Provide product specific training to new hires that focuses on the campaigns processes, tool usage and customer interaction
  + Participate in different client calls/meetings to help identify training needs and create effective action plans
  + Onboard newly hire trainers with diffirent tools, processes, systems and reports
  + Co facilitates a newly hired trainers first class to provide real time assistance and performance feedback
  + Conduct class observations to peers and newly hired trainers to provide feedback and share best practices
  + Trained and certified in conducting HIPAA training
  + Trained and certified in facilitating the “Service Excellence” workshop
* **Production Team Lead**
  + Provide coaching to agents to help them improve their performance
  + Monitor team’s performance
  + Listen to live and recorded calls to trends in behavior that will be targeted during coaching
  + Provide real time assistance to agents by answering their inquiries verbally or through chat
  + Attend client calls for updates and cascades them to the team
  + Attend call calibrations to make sure call evaluations are done with accuracy
* **Customer Service Representative**
* Answers inquiries about a member’s health insurance such as the benefits that the plan covers, claims and the plans provider network
* Assists members with payment processing and payment confirmation
* Answers inquiries about a members prescription drug coverage and costs

2013 – 2015 TeleTech Customer Care Management Phil. Inc.

* **Customer Service Representative**
* Provide answers to general questions pertaining to a patient’s Vision and Dental insurance
* Checking if a certain medical procedure is covered in the patients’ health plan

2007 – 2013 Alorica Pacific Rim Inc.

* **Technical Support Representative**
* Provide technical aide to customers having issues with their internet/DSL connection.
* Provide aid on how customers can fully utilize other products and/or services that they have in their account.
* Provide answers to general questions pertaining to a customer’s secured account.

**EDUCATION**

2003 – 2007 **STI College Lipa**

B.S. in Information Technology

1999 – 2003 **Inosluban - Marawoy National High School**

Secondary Education

**SKILLS**

* A self-starter and quick learner with strong interpersonal skills
* Strong English communication skills, written and verbal
* Knowledgeable in Microsoft Office Application and Advance skills with computers
* Excels at multi-tasking in a fast-paced environment
* Innovative and creative thinker