



ROWELL PINILI

Customer service representative

Technical support representative

Lead generation specialist

About Me

- *I always choose to PERFORM.
- * The ability to perform tasks assigned by superiors.
- * Resourceful in Managing Workloads.
- * Ability to Collaborate Effectively with Colleagues.
- * Communicates effectively with others in both written and verbal forms.

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Expertise

- Customer service
- Chat support
- Cold calling
- Appointment setting

Tools used

- CRM's Pega/Rio and others
- Fedex/UPS/USPS/Lasership PORTAL
- Calendly
- Hubstaff
- Vici Dial
- Excel
- Salesforce
- Ms Teams
- Avaya
- Google suite
- Slack
- Avaya
- Canva
- Citrix / Bitrix
- Capcut

Language

- English
- Filipino/Tagalog

Experience

Freelancer specializing in appointment setting and cold calling. June to November 2024 (Project based)

Premier Source LLC / SBOVACOM

I work part-time as a freelancer, scheduling appointments and making cold calls for potential clients in the life and medical insurance industry. I have leads to follow up on, and I aim to secure at least four booked appointments each day.

IntouchCX CSR TIER 2 (Retail account) 06/02/2023 - 05/02/2024

As a Tier 2 agent, we handle calls from Tier 1 agents who need assistance with their customers. We are handling calls as supervisors and managers. We need to determine whether to issue refunds to customers who have not received their packages from UPS and FedEx. It is our responsibility to decide whether to initiate a reshipment or process a refund for missing or lost packages.

Cloudstaff Phils. 06/14/2021 - 07/13/2022

Customer service Representative/Lead generation specialist

- Making Outbound Calls.
- We provide antivirus software (Endpoint Protection).
- We need to revalidate the accounts of the merchants if their accounts have expired.
- We have leads to call. • We need to take all possible steps to have them validated.

Concentrix 06/10/2019 - 12/24/2019

Technical Support Representative (ATNT)

- * Answering inbound calls.
- * Providing 100% Satisfaction Guaranteed.
- * Walking the customers through the process of connecting the cable wires.
- * We are utilizing both the old and new billing systems, CRM and RIO.
- * Assisting customers and resolving issues effectively.

VXI (EBAY) 09/24/2018 - 06/05/2019 (Retail account) Customer Service Representative (e-commerce)

- * We serve as the intermediary between the buyer and the seller.
- *Assisting the buyer with the process of ordering a product and guiding the seller on how to sell a product on eBay.
- *Taking inbound calls and ensuring a 100% resolution rate.

Education

Kalalake National High School

2000 - 2004

I hereby certify that the above information is true and correct to the best and full extent of my knowledge and belief.