



RUCHELLE PESTIJO

CUSTOMER SUCCESS SPECIALIST

CONTACT

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📍 Philippines

ABOUT ME

I'm confident in my ability to make anything I put in my mind to success. I work quickly, positively, and efficiently because I love what I do. I'm extremely motivated and a great manager of time. I learn swiftly and I have strong analytical skills.

APPS & TOOLS

- Microsoft and Google
- Canva
- Social Media Management Tools

RELEVANT EXPERIENCE

CUSTOMER SUCCESS SPECIALIST

Wells Fargo | 2021 - Present

- Handled customers with claim dispute
- Ensured customer satisfaction by handling case to case concern
- Develops and maintain long-business relationship between the company and the customer
- Provide positive positive customer experiences by enhancing relationships between them
- Focus on understanding customers' goals and helping clients achieve their desired outcomes with a transaction

CUSTOMER SERVICE REPRESENTATIVE

Teletech | 2015 - 2021

- Handled customers with claim dispute
- Assists professionals like secretaries, nurses, and dentist with patient's dental information
- Manages calls in a fast-paced environment and within established call timeframe
- Answers questions related to patient insurance, co-payments, and sliding fee scale

EDUCATION BACKGROUND

BACHELOR OF ELEMENTARY EDUCATION

- Kolehiyo ng Lungsod ng Lipa | 2021- Present

ASSOCIATE IN COMPUTER TECHNOLOGY

- Kolehiyo ng Lungsod ng Lipa | 2014