

# RUTH DIVINO

Customer Service Representative

CONTACT

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## SUMMARY

I worked diligently as a Customer Service Representative, attending to incoming calls from dissatisfied customers and providing swift resolutions to their problems.

## SKILLS

- Problem Solving
- Patience
- Communication
- Attentiveness
- Willing to learn
- Time management

## EDUCATION

- UNIVERSITY OF BAGUIO

Bachelor of Science in Medical Laboratory Sciences  
2018 - 2023

- UNIVERSITY OF THE CORDILLERAS

Tour Guiding Services  
2016 - 2018

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

QMenu Inc.

July 06, 2022 - September 15, 2024

- Help customers place orders over the phone.
- Follows Eastern Standard Time
- Provide support to customers experiencing problems with their order, file a complaint for a refund or replacement if necessary.
- Sort out the memos or notes for each clients

### CUSTOMER SERVICE REPRESENTATIVE

SITEL GROUP

Amazon Retail and Card Support

June 17, 2021 - May 17, 2022

- Assisted customers in managing their Amazon Retail Account and provide support with order inquiries Tract and fulfill orders, process refunds and replacements.
- Our proficiency extends to handling all aspects of Amazon Card Support effectively.

# TOOLS

- Microsoft Office
- Monday.com
- Google Workspace
- Calendly
- Canva
- Loom
- Microsoft Teams
- Skype
- Slack
- Zoom