

Ryan A. Pineda

Location: General Trias, Cavite Philippines

Cell Phone Number: 09765520938

e-mail: r.arepineda@gmail.com

LinkedIn: www.linkedin.com/in/ryan-pineda-518265309



Experience

Civicom Pacific

Scheduler / Client Services Facilitator and Quality Advocate (MRS)

July 2020 – April 2024

- Tasked with ensuring calls are appropriately assigned to the qualified Facilitator
- Updating interview schedules based on the updates received from the recruiters, monitoring ongoing interviews, and making sure that the scheduling portal is aligned with the project and master sheets
- Another important task is the archiving of billed/finished projects. This process is essential for maintaining a clear record and providing a reference for future projects.
- Answering and confirming facilitator notifications if they're out for the day and plotting VLs/SLs in the scheduling portal.
- Engaged professionally with Doctors and Health Care Providers during their scheduled sessions for a research study.

TeamSpan

Account Specialist (Rogers Electric)

February 2019 – May 2020

- Task includes updating the client portal with statuses of the Job orders, sending email notifications and updating requests to 3rd party contractors
- Outbound calls are also included from time to time, especially if the Job Order is an emergency and we need to find a new contractor in the area.
- Collaborated with other departments to resolve problems related to customer accounts.

Iqor

Customer Service Representative (Sprint)

July 2016 – November 2017

- Customer care support, handling billing, payment arrangements, and mid-level tech support for postpaid mobile users.
- Answered customer inquiries and provided accurate information regarding products and services.
- Provided excellent customer service to resolve customer complaints promptly.

Sykes

Customer Service Associate (Prudential)

February 2014 – June 2016

- The task includes handling members' inquiries about their policy.
- Assisting members with their payments and claim requests.
- Demonstrated active listening skills when responding to customer questions and complaints.
- Escalated unresolved customer issues to the appropriate department or manager for resolution.

IBM / DAKSH

Customer Service Representative (Sprint)

October 2012 – December 2013

- Customer care support, handling billing, payment arrangements, and mid-level tech support for postpaid mobile users.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Answered inbound calls, chats, and emails to facilitate customer service.

Convergys

Senior Customer Service Specialist (HSBC)

Cluster Leader/ Junior Team Lead (Guthy Renker)

July 2009 – August 2011

- Attended and finished the Cluster Leadership Program in 2010
- Financial Specialist (Team HSBC) Credit Card Application Cluster Leader for the HSBC team and Guthy Renker Team
- Main task was handling client personal details for credit card application for HSBC
- Was with the sales inaugural team for Guthy Renker, handling sales for one year
- Promoted as a Cluster Leader (Junior TL), handling 10 teammates, monitoring their growth and scorecard, providing coaching/feedback, and generating daily reports of the team's KPI.

Cypress Semiconductor Philippines

Material Handler

May 2005 – June 2009

- Task includes inventory, withdrawing and allocating the material in the department
- Ingress transactions and create Purchase orders if needed.
- Verified the accuracy of material measurements before loading them into machines.
- Met deadlines for completion of assigned tasks efficiently and effectively.

Education

Bachelor of Science in Business Administration Major in Management

Southern Philippines Institute of Science & Technology

2005

Skills

- Staff Coordination
- Call Schedule Distribution
- Telephone Etiquette
- Attention to Detail
- CRM Software
- Calendar Management
- Computer Skills
- Problem-Solving
- Teamwork and Collaboration
- Data Entry
- Client Relations


Character References

Joan Nadal
Cypress Semiconductor Production Supervisor
0917-5848358

Psalm Remojo
Civicom Former Assistant Account Manager Scheduling Team
09760229731

Antonio Magtangob
Civicom Senior Client Service Facilitator
09182821707

I attest that the information provided is correct.



Ryan A. Pineda