

WILLIAM RODNEY BOLINGOT

Customer Service Representative

Contact

0967 3168 177

william.blngt@gmail.com

#78 Lawaan St. Dona Pllar, Sasa Davao City

LANGUAGE

- English
- Filipino
- Cebuano
- Nihongo Intermediate

EXPERTISE

- Proficient in Microsoft Office Programs
- Social Media Advertising
- Good in writing and oral communication
- Poster Ad Making
- Team Player
- Professional Driver's License holder

SKILLS SUMMARY

- International sales support
- Report preparation
- Complaint resolution Order Fulfillment
- Inbound and Outbound Calling
- Technical Support
- Good listening skills
- CRM Tool experience
- Shipping procedures understanding

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE
Transcom Worldwide Davao
April 2021 - January 2026

- Provided information to customers regarding charge accounts.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Educated customers on promotions to enhance sales.

CUSTOMER SERVICE REPRESENTATIVE
Ibex Global Davao
JUL 2019 - MAR 2020

- Provided information to customers regarding charge accounts and loyalty program and helped to open and activate new accounts.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Maintained customer satisfaction.
- Educated customers on promotions to enhance sales.
- Voice of the Customer Award - For attaining 100% score during the month of October 2019

EDUCATION

- **ATENEO DE DAVAO UNIVERSITY - TERTIARY**

  Bachelor of Science in Marketing 2014-2019

- **PHILIPPINE NIKKEI JIN KAI INT'L SCHOOL - PRIMARY AND SECONDARY**

SUMMARY

- Hardworking Customer Service Representative with years experience working with Customer Service Representative.
- Trained in time management with knowledge of Salesmanship and proven multitasking abilities.
- Committed to maintaining professional relationships to increase profitability and drive business results.
- Knowledgeable and dedicated customer service professional with extensive experience in Telecommunications industry. Solid team player with proven skills in establishing rapport with clients.
- Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process.