



Rhinell Menes

Customer Service Representative

Contact



+63 918 595 1623



rhinellmenes@gmail.com



Olongapo City, Zambales, Philippines



About Me

I am a versatile professional with the ability to adapt to any industry, bringing proven expertise in email and chat support. With strong communication skills and a customer-focused approach, I deliver seamless interactions and effective solutions. Eager and ready to leap into my next role, I'm committed to driving success in every new opportunity.

Skills

- Customer Service
- Email & Chat Support
- Multitasking and time management
- Collaboration and teamwork
- Adaptability to new tools and processes



Experience

CUSTOMER SERVICE REPRESENTATIVE

July 2023 - Present

Exactstar Subic Bay Corporation - Buwelo

- Trained in delivering exceptional email support via Zendesk and recognized for strong performance, leading to managing both **email** and **live chat support**. Skilled in efficient issue resolution and maintaining effective communication to address customer needs.
- Provide prompt and efficient resolutions by analyzing customer requirements and employing tools such as **Guru** and **Notion** to deliver outstanding email and chat support.
- Deliver timely and effective solutions by understanding customer needs and staying updated through continuous training.
- Participate in weekly training sessions using tools like **WorkRamp** to stay informed on updates and best practices, supporting the account during its early stages.
- Manage and resolve tickets within Zendesk, ensuring accurate documentation and timely follow-up.
- Collaborate with team members to share knowledge and best practices, contributing to improved team performance and enhanced customer satisfaction.

ACCOUNTING STAFF

Feb 2019 - Mar 2022

Da Tian Subic Shoes Inc.

- Efficiently managed bank reconciliation, ensuring accuracy and transparency of financial accounts.
- Assisted with crucial tasks including employee salary preparation, ensuring timely and accurate disbursement.
- Proficiently handled financial transactions, including processing checks, and online payments, and managing various bank transactions.
- Facilitated the opening of bank accounts for new hires and acted as a liaison between the organization and the bank to ensure a smooth onboarding experience.

FRONT DESK RECEPTIONIST

Jun 2017 - Jan 2018

Subic Waterfront Resort and Hotel

- Greeted guests warmly upon arrival, ensuring a seamless check-in and check-out experience with exceptional professionalism.
- Coordinated and managed booking reservations through walk-ins, phone calls, mobile platforms, and email, maintaining accuracy and efficiency.
- Delivered outstanding service to a diverse clientele, addressing individual needs to ensure a memorable and comfortable stay.
- Handled financial transactions, including cash and credit card payments, and prepared comprehensive accounting reports for managerial review at the end of each shift.



Education

Bachelor of Science in Information Technology

Columban College Inc.

2021 - Present

Electrical Technology: Vocational Training

Celtech College

2015 - 2017

References

Gemma Tapado

IT Project Manager
Planate Management Group
Phone: 0966 138 5217

Analiza Berania

College Instructor / Program Coordinator
Columban College Inc.
Phone: 0967 014 3645

Sharlene Saldivar

Financial Planning Assistant
ConnectOS
Phone: 0946 587 7910

Bernadette Lopez

Accounting Supervisor
Da Tian Subic Shoes Inc.
Phone: 0998 951 2898

Mel Rose Gonzales

Customer Service Representative
Exactstar Subic Bay Corporation - Buwelo
Phone: 0951 323 1284

Trainings & Certificates

IFORMATLOGIC I.T SOLUTIONS | JUN - DEC 2024
500 hours OJT
Web Development

SBMA - Telecommunication Department | Jan – Feb 2017
235 hours OJT
Assisted broken traffic lights, set up sound system for general events and other various tasks.

SBMA - Maintenance & Transportation Department | Feb – Mar 2017 | 173 hours OJT
Assisted changing and repairing lighting fixtures

National Certificate II
Electrical Installation and Maintenance
Technical Education and Skills Development Authority (TESDA)

National Certificate III
Electrical Installation and Maintenance
Technical Education and Skills Development Authority (TESDA)

I hereby certify that the information provided above is true and accurate to the best of my knowledge and belief.



Rhinell L. Menes
Applicant