

JOHN ERROL GERARD MODRIGO

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Summary

Reliable, friendly and hardworking Customer Service professional who quickly learns and masters new concepts and skills. Passionate about helping customers and creating satisfying experience. Strong history of providing top-notch service and support. Exceptional communication skills with proven track record of building client rapport.

Experience

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| Barista
But First Coffee | 10/2021 to 03/2023
MANILA, NCR |
| <ul style="list-style-type: none">• Cleaned and sanitized work areas, utensils and equipment.• Prepared and served hot and cold beverages, including fresh coffee, espresso drinks and brewed teas.• Greeted and connected with every customer, recommending drinks and pastries.• Memorized recipes for varied specialty coffee beverages and seasonal offerings.• Paid attention to customer feedback regarding menu offerings and recommended changes, improvements and new menu items. | |
| Customer Service Representative
Inspiro Inc. | 12/2020 to 04/2021
MANILA, NCR |
| <ul style="list-style-type: none">• Assisted customers with product-related questions, feedback and complaints.• Assisted in fulfillment of customer orders placed in person, via email, online and by telephone.• Maximized customer satisfaction by resolving service issues promptly.• Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.• Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment. | |

Skills

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| <ul style="list-style-type: none">• Espresso calibration• POS system operation• Safe food handling practices• Customer service | <ul style="list-style-type: none">• Complaints resolution• Food preparation• Office Software (MS Office, Internet) |
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Education

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| Bachelor of Science: Information Technology
National Teachers College | 2023
Manila |
| Food Technology
Jose Rizal University | 2018
Mandaluyong |
| <ul style="list-style-type: none">• National Certificate II (NC II) Food technology | |

Languages

English:  B1
Intermediate