

Contact

charleschongdrv@gmail.com

www.linkedin.com/in/charles-chong-51ab0ba9 (LinkedIn)

Top Skills

Microsoft Office

Customer Service

Microsoft Excel

Charles Chong

Quality Assurance Specialist/Customer Service Specialist
Dominican Republic

Experience

Laurus International/ ERC

Quality Assurance Specialist

October 2010 - January 2020 (9 years 4 months)

Consisting in monitoring all agents within project assigned, making sure company's policies and procedure are being implemented in each call and giving with excellent customer service. Helping agents meet companies' goals and also working with the training department. Assisting in hiring process, screening applicants on their English communication skills during job fare events.

Proton Dealership IT

Assistant Recruiter

November 2017 - August 2019 (1 year 10 months)

Remote (US ONLY)

In charge of reviewing resumes, finding keywords and experience for IT Specialist roles, updating statuses, following up with applicants and scheduling for next steps. Working with Google forms, Spreadsheets, Docs, ZipRecruiter, LinkedIn, etc.

DirectTV

Support Services Specialist

January 2008 - November 2016 (8 years 11 months)

Then transferred to Laurus International in 2010, company sold to ERC in 2015 till present).; Consisting of troubleshooting and identifying the customer's problem to take quick independent action.

Supra Telecom

Support Services Specialist

January 2003 - January 2005 (2 years 1 month)

Provisioning, Billing and Customers Service Agent)

- Acquired complete knowledge and expertise in all the company software and systems.

- In charge of processing, fixing, and solving customer request such as (Transfer Of Service, Additional Line, and New Installations). This was done on the backend side, entering correct codes to make features work.

Language Line Services

Customer service agent

January 2002 - January 2003 (1 year 1 month)

Responsible of obtaining information from the client and providing them with the correct language they need entering all information into the system. (over 150 dialects)

INFOTEL

Bilingual Operator

January 2000 - January 2002 (2 years 1 month)

Responsible for assisting customers with courtesy and patience in placing collect, third party, international, credit card, calling card calls and data entry.

Education

Pennsylvania High School

· (1986 - 1990)