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abellarodstephen@gmail.com

https://m.me/1ambtwo

DAS LQIA, Toledo City, Cebu

EDUCATION

Bachelor of Science in Information Technology
University of the Visayas
October 2011-2015
(Undergraduate)

Don Andres Soriano National High School
2011

SKILLS

Fast & Accurate Typing

Email & Chat Support

Technical Troubleshooting

Customer Service Excellence

Team Collaboration

Adaptability & Multitasking

LANGUAGE

English

ROD STEPHEN ABELLA

https://rodstephenb2.github.io/rodstephen/

ABOUT ME

Motivated and service-oriented professional with several years of experience in the BPO industry, specializing in chat and email support. Known for providing excellent customer service, resolving technical issues efficiently, and contributing to team success. Driven to thrive in a fast-paced environment with opportunities for growth and development.of the company while also experiencing opportunities for progression

WORK EXPERIENCE

Email and Chat Support | Subject Matter Expert (SME)
November 4, 2022 - July 27, 2024
Foundever | General Maxilom Ave Ext, Extension, Cebu City, 6000 Cebu

Supported Gymshark customers with orders, deliveries, payment issues, and technica

Promoted to SME (Subject Matter Expert) for 3 months due to strong performance.

Handled returns and provided accurate resolutions in a timely, empathetic manner.

Technical Chat Support
September19,2018-July17, 2021
Teletech | Cebu Business Park, Cebu

Provided real-time technical support for issues involving computers, internet-connec and home appliances.
Scheduled repair and installation appointments, troubleshooting complex tech prob effectively through chat.
Ensured exceptional service delivery with quick turnaround times and clear commun

Laboratory Sampler/ Encoder
August 2016- December 2016
Atlas Fertilizer Corporation | Daanlungsod, Toledo City

Collected and encoded data from laboratory samples in a manufacturing environr

Ensured data accuracy and timely reporting for process and quality control.