



ROD STEPHEN ABELLA

● 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 technical concerns.

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

September 19, 2018 - July 17, 2021

Teletech | Cebu Business Park, Cebu

Provided real-time technical support for issues involving computers, internet-connected devices, and home appliances.

Scheduled repair and installation appointments, troubleshooting complex tech problems effectively through chat.

Ensured exceptional service delivery with quick turnaround times and clear communication.

Laboratory Sampler/ Encoder

August 2016- December 2016

Atlas Fertilizer Corporation | Daanlungsod, Toledo City

Collected and encoded data from laboratory samples in a manufacturing environment.

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

● 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