



Personal



Phone

+639060829576



Email

bryanruntal@gmail.com



Address

24 kalayaan avenue Cembo
Taguig, Metro Manila



Nationality

Filipino

Education

Year 2014

College Graduate

AMA Computer Learning Center
(Software Development)

Expertise

- Fast learner
- Team Player
- Communication Skill
- Technical Proficiency
- Customer service
- Admin Tasks
- Cold Calling

Interests

Mobile/PC games

Basketball

Music

Learning

Richard Bryan Runtal

Secure a responsible career opportunity to utilize my training and skills, while making a significant contribution to the success of the company.

Experience

2016 - 2019 (May)

Sutherland Global Services | 10th Avenue, Kalayaan Ave, Taguig

Technical/Customer Support

As a Technical Customer Support Specialist, we play a crucial role in ensuring our customers receive unparalleled assistance with our technical products and services. We will serve as the frontline representative, providing expert guidance, troubleshooting assistance, and overall exceptional customer service. This position requires a deep understanding of the products and technical solutions, allowing you to address customer inquiries, resolve issues, and contribute to overall customer satisfaction.

2019 - 2024 (Jan)

rhipe Philippines Inc | Level 22 Greenfield Tower, Mayflower St, Greenfield District, Mandaluyong

Live-chat Support Representative & Lead Qualification Specialist

As a Live Chat Support Representative, we are the frontline communicator between our company and our valued customers. Operating in a dynamic online environment, we provide real-time assistance and support through our live chat platform. My role is crucial in ensuring a positive customer experience by addressing queries, resolving issues, and offering guidance promptly and effectively.

As a Lead Qualification Specialist, we play a pivotal role in the sales process by meticulously assessing and qualifying potential leads. Your primary focus will be to evaluate the suitability of leads based on predefined criteria, ensuring that only high-quality prospects are passed on to the sales team. This role requires a keen understanding of our products or services, effective communication skills, and a strategic approach to identifying leads with genuine potential.

Achievements

- Marketing Shining Star Award FY21
- SPEX (Student Programming Experts)
- rhipe Impact Award FY22 (Teamwork)
- T2P (Tier 2 Pilot) (Technical Support)

Certifications

- MS-900: Microsoft 365 Fundamentals
- Codecademy: Learn JavaScript (March 9, 2024)

Reference

Almira Anthony

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Corporate & CSR, Alstom ANZ

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