

CARL BENEDICT TAPDASAN

CUSTOMER SERVICE REPRESENTATIVE

carlworkpurposes@gmail.com | +63994020438 | <https://www.onlinejobs.ph/jobseekers/info/4581454>

Customer Service Professional with over 5 years of experience providing support through chat, email, and phone. I'm known for staying calm under pressure, communicating with empathy, and resolving issues quickly and accurately. I focus on understanding each customer's concern, delivering clear solutions, and making sure they feel heard and valued. Skilled in CRM systems, data entry, problem-solving, and maintaining organized, accurate records. I build trust through respectful communication and consistent follow-through, ensuring every interaction ends with a positive experience. Dedicated to fast response times, quality service, and making the customer journey smooth and stress-free.

PROFESSIONAL EXPERIENCE

CITIZENS DISABILITY

Customer Service Representative

January 2024 – May 2025

- Proactively analyzed client accounts via Salesforce and identified potential issues, leading to a 80% decrease in clerical errors and enhancing service delivery continuity, which improved overall customer satisfaction scores by 10%.
- Consistently achieved more than 95% call quality rating through rigorous adherence to call protocols and continuous training initiatives, resulting in a 15% increase in net promoter scores from customer satisfaction surveys.
- Streamlined communication processes between department, reducing response times which contributed to maintaining high productivity levels while managing an average of 30 client inquiries daily.

CHIPOTLE MEXICAN GRILL

Subject Matter Expert

Dec 2023 – Nov 2024

- Cultivated and strengthened client relationships by delivering personalized advice and leveraging comprehensive product expertise, resulting in 20% increase in client satisfaction scores over 6 months.
- Analyzed and synthesized feedback data on Salesforce from over 500 clients in a month to identify key trends, leading to the development of targeted process improvement initiatives that enhanced operational efficiency by 10%.

Customer Service Representative

March 2021 – Dec 2023

- Delivered exceptional customer support through timely responses across phone, email, and live chat channels in Salesforce, achieving an average customer satisfaction rate of 92.5% over a quarterly period.
- Managed an average of 200 email responses and 40 inbound calls daily while maintaining a quality score above 90%, effectively addressing inquiries and resolving issues in alignment with company protocols.

LIVE WELL HEALTH

Customer Service Representative - Remote

Oct 2020 – Nov 2021

Responded to customer inquiries and provided accurate information about products and services via live chat and email channels, achieving an average customer satisfaction rate of over 90% over a quarterly period.

Assisted customers with order placement, product returns, and order tracking.

Expanded client base by diligently prospecting new leads and effectively presenting product offerings.

EDUCATION

UNIVERSITY OF MINDANAO

Bachelor of Fine Arts

SKILLS

Google Workspace | Salesforce | Hubspot | Hubstaff | Slack | LiveChat | ViciDial | Aircall | Django | Keap | Ring Central | Amazon | Zoom