



JOHNREY LAWAN

CUSTOMER SERVICE REPRESENTATIVE

CONTACT



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Purok Tambis Yati Liloan
Cebu City

SKILLS

- Team Work
- Time Management
- Leadership
- Verbal & Written
Communication

LANGUAGE

- English
- Tagalog
- Cebuano

CARREER OBJECTIVE

To attain a progressive position utilizing my strong professional skills where I may be able to employ my analytical abilities, customer support and technical skills in order to provide the company with innovative solutions.

WORK EXPERIENCE

WIPRO BPO Philippines Ltd

Chat Support | Email | Outbound | Inbound

November 5, 2016 – Present

Provide live chat support to health care professionals, office contact and facilities regarding credentialing and contracting process. Responding to customer queries in a timely and accurate way, via email or chat. Deliver information and questions in a positive manner to facilitate strong relationships with providers and their office staff. Responsible for activities related to verifying current provider demographic data and credentialing status. Identifying customer needs and helping customers use specific features.

Al Jaber Engineering

Power Electrician

December 19, 2015 – August 27, 2016

Maintenance of Electrical Switch Gear Panels, Motor Control Centers, Main Distribution Boards, and lighting. Installation of CCTV camera, converter and switch. Electrical panel assembling and dressing. Cable termination and cable joining. Instrumentation work.

Primary Homes Henaville Subdivision

IT Support Staff

March 16, 2013 – March 18, 2015

Provide technical and network problem resolution. Uninstall/reinstall basic software applications. Maintains operations by following policies and procedures; reporting needed changes. Responds to emergency maintenance requests as required. Maintains records of scheduled maintenance procedures. Enters customer and account data information. Verify proper hardware and software set up.