

# REYNALDO LOGDAT

CUSTOMER SUPPORT REPRESENTATIVE | VIRTUAL ASSISTANT



B10 L22 PHASE 4 DASMARIÑAS, CAVITE



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## PROFESSIONAL OVERVIEW

I am an experienced customer support representative with a proven track record of providing high-quality customer service. I have excellent communication and problem-solving skills and have a commitment to exceeding customer expectations. I am also experienced in conflict resolution and have a strong knowledge of customer service software and databases. I am confident that I can be an asset to any team and help to provide a positive customer service experience.

## WORK EXPERIENCES

### Immigration Legal Consulting | Garden of Zen

June 13, 2022 - Present

*Tech Support*

process orders via shopify, ali express, and online boutique store, responsible for processing payroll for the employees of a company, also handling office-management duties, making travel arrangements, handling calendar events, organizing reports and documents, answering phone calls, setting up meetings,

**AUTOLINE January 24, 2022 - May 14, 2022**

*Customer Retention Representative*

process orders, prepares correspondence, and fulfills needs of existing customers that are at risk of cancelling services or orders. Addresses complaints with the goal of increasing satisfaction and securing renewals or save

### VIGOROUS TELEMARKETING GROUP

December 1, 2021-January 20, 2022

*Lead Generation Specialist*

responsible in prospecting, qualifying, and generating new leads in support to the business directors,also specializes in helping businesses attract and qualify more potential customers.

### REMOTASK PHILIPPINES

July 15, 2019- July 23, 2021

*Reviewer*

a crowdsourcing platform where users can get paid for performing and completing simple tasks. These micro tasks include tagging images, audio transcription, data collection.

## SKILLS

- Respond to customer inquiries in a timely and professional manner.
- Troubleshoot and resolve customer problems.
- Maintain a positive, empathetic and professional attitude towards customers.
- Remain calm and patient when dealing with difficult customers.
- Follow up with customers to ensure their satisfaction.

## TOOLS

- Canva
- Adobe Photoshop
- Adobe Premier Pro
- CRM Software
- Microsoft Tools
- Dialpad
- Google Workspace
- Sage group

## TRAININGS AND CERTIFICATES

- Social Media Management Training  
ProvaPH - June 26, 2022
- Hulk Top Performer of the Month  
Vigorous Telemarketing Group  
December 2021

## CHARACTER REFERENCES

Owen Kempis  
Web Developer  
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Sarah Jane Manuel  
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