Rod Franco A. Morelos

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**EMPLOYMENT**

**Convergys Philippines Services, IT Park, Lahug, Cebu City, Philippines Rehired – August 2011**

*Wellpoint – Customer Service Specialist August 2011*

*Amazon – Customer Service Specialist November 2011*

*CITI – Financial Specialist January 2012*

*Sprint – Customer Service Specialist / Technical Support March 2012*

*MS-Windows 8 – Technical Support September 2012*

*Time Warner Cable – National Help Desk, Tier2 Technical Support February 2014*

* Handle general customer inquiries like account status, details, products and service, information and billing.
* Provide effective and efficient customer service.
* Responsible for improving customer satisfaction.
* Follow up on customer inquiries not immediately resolved.
* Monitor, document and inform the supervisor of trends in customer calls.
* Troubleshooting service or product issues and educating customer root cause and resolutions.
* Advice features and benefits that is suitable to customer’s needs and wants.

**XLibris, IT Park, Lahug, Cebu City, Philippines**

*Marketing Representative - Real Time Corrections (RTC) 2010 – 2011*

* Provide real time corrections for Marketing Services layouts and drafts.
* Basic photo cleaning and corrections.
* HTML, CSS and JS coding for websites.
* Tools used – Photoshop and Dreamweaver.

**Convergys Philippines Services, Banawa, Cebu City, Philippines**

*Transaction Monitoring Evaluator April 2007 – July 2010*

* Select calls for evaluation according to business priorities.
* Identify and address agent knowledge gaps, process inefficiencies or sales ineffectiveness.
* Drive desirable agent behaviours at individual, group and enterprise levels.
* Provide feedback and coaching tailored to agents.
* Performs call monitoring and provides trend data to supervisors and managers.
* Participates in department and client calibrations to identify customer/client needs and expectations.
* Provides feedback to team leaders and managers.
* Prepares and analyses quality reports for supervisor and manager review.

*Customer Service Representative April 2006 – 2007*

* Handle general customer inquiries like account status, details, products and service, information and billing.
* Provide effective and efficient customer service.
* Responsible for improving customer satisfaction.
* Follow up on customer inquiries not immediately resolved.
* Monitor, document and inform the supervisor of trends in customer calls.

**PLDT Parlance Systems Inc., Makati, Manila, Philippines**

*DISH Network – Telemarketer Nov. 2005 – April 2006*

1. Perform outbound calls to possible customers or client.
2. Responsible for creating and/or activating new accounts.
3. Perform outbound calls for retention to prevent customers who already or are planning to cancel their service.

**EDUCATION**

St. Benedict’s Childhood Education Centre 1988-1993

Primary Education

Cebu City, Philippines

Don Bosco Technology Center 1993-1997

Secondary

Punta Princessa, Labangon, Cebu City, Philippines

Systems Technology Institute (STI) 1997-1999

College – Associate in Computer Science (ASCS)

Cebu City, Philippines

**REFERENCES**

Diana Rose Bartulin

Director of Operations - Tate Publishing

Wynsum Dumlao Manacay

Quality Assurance Supervisor – Convergys IT Park

Denise Davide Blanco

Senior HR Manager – Convergys Banawa

Jayson Codilla

Senior Quality Assurance – Convergys Banawa