

Semarson Mendrez

mendrezsem16@gmail.com

09511372006

General Trias, Cavite

Experience

Customer Experience Associate II

Conduent • Pasay City, NCR

11/2022 - 06/2023

As a Customer Experience Associate II at Conduent, I had the opportunity to work with one of the prominent accounts, H&R Block. Being part of the 1st Batch, I was responsible for providing exceptional customer service and support primarily through chat channels.

In this role, I utilized my strong communication skills and in-depth knowledge of H&R Block products and services to assist customers with their tax-related inquiries and concerns. I developed a deep understanding of the tax preparation process, tax software, and relevant policies and procedures.

As a Subject Matter Expert (SME), I was a go-to resource within the team, providing guidance and support to my colleagues on complex customer issues. I leveraged my expertise and experience to ensure the delivery of accurate and timely resolutions, ensuring customer satisfaction.

Working remotely, I maintained a high level of professionalism, adaptability, and self-motivation to effectively collaborate with team members and meet performance targets. I actively participated in training sessions, upskilling initiatives, and team meetings to stay updated on the latest industry trends and product knowledge.

During my tenure at Conduent, I consistently demonstrated a customer-centric approach, focusing on building rapport with customers, actively listening to their concerns, and providing personalized solutions. I effectively managed multiple chat conversations simultaneously, ensuring efficient and accurate responses.

Overall, my experience as a Customer Experience Associate II/Chat Support and SME at Conduent equipped me with strong customer service skills, a solid understanding of tax-related processes, and the ability to thrive in a remote work environment.

Travel Associate

IGT Solutions • Muntinlupa City, NCR

07/2022 - 10/2022

During my tenure at IGT Solutions as a Travel Associate or Back Office Agent, I worked with kiwi.com, playing a pivotal role in providing exceptional customer service. From July 2020 to October 2022, I was part of Batch 24 in Alabang, Muntinlupa, gaining invaluable experience in the travel industry.

As a primary responsibility, I assisted customers with travel bookings, reservations, and inquiries. I ensured efficient handling of flight bookings, hotel reservations, and travel itineraries, becoming proficient in the kiwi.com platform for accurate assistance.

Collaboration was essential as I worked closely with a dedicated team, striving to deliver outstanding customer experiences. By actively listening and providing personalized solutions, I aimed to exceed customer expectations and understand their unique travel requirements.

Additionally, I undertook administrative tasks as a Back Office Agent, supporting the smooth functioning of travel operations. Meticulous data entry, documentation, and adherence to company policies were crucial for maintaining accuracy and efficiency.

Throughout my tenure, I honed my communication skills, enabling effective interactions with customers and team members. I successfully managed multiple tasks in a fast-paced environment, showcasing professionalism and

efficiency.

With a customer-centric approach, I proactively resolved issues, prioritizing customer satisfaction and utilizing my problem-solving skills. My goal was to enhance the overall travel experience by providing prompt and effective solutions.

Being part of IGT Solutions and working with kiwi.com allowed me to immerse myself in the travel industry, gaining extensive knowledge of travel operations and delivering excellent customer service. I thrived in the on-site work environment, continually developing valuable skills.

Skills

Customer service, Communication skills, Computer literacy, Time management, Microsoft word, Web Development, Web Design, HTML5, CSS3, JavaScript, Java, Programming

Education

Bachelor of Science in Computer Science

Cavite State University Rosario Campus • Rosario, Cavite

07/2022

Experienced Computer Science professional with a strong background in programming, database management, and customer service. Skilled in Java, HTML, CSS, SQL, and PHP, with a focus on front-end web development. Proficient in handling database administration tasks and ensuring efficient data management.

Languages

English, Tagalog

Certificates

Introduction to HTML - Sololearn, Introduction to CSS - TESDA, Installing and Configuring Computer Systems - TESDA, Setting Up Computer Networks - TESDA, Setting Up Computer Servers - TESDA, Maintaining Computer Systems and Networks - TESDA, Introduction to C++ - Sololearn, Introduction to CSS - Sololearn, HTML Attributes and Tags - Great Learning Academy, Front End Development CSS - Great Learning Academy, Front End Development HTML - Great Learning Academy, Back Office Training - Kiwi.com