

Gian Paolo Guevarra

- Customer Service Representative (chat and email support)
- Order Management (Back office)

PROFESSIONAL SUMMARY

Results-driven professional with over 5 years of experience in non-voice accounts, order management, and customer service. Proven expertise in sales and excellent communication skills in chat and email support. Highly adaptable and dependable, with a keen eye for detail and a commitment to continuous personal and professional growth. Skilled in fostering positive relationships and thriving in dynamic work environments.

WORK EXPERIENCES

Email and Chat Support TaskUs

Dec 1, 2021 – May 24, 2024

- Experienced in providing efficient and accurate customer support through email and chat. Skilled at handling customer inquiries, resolving issues, and delivering excellent service with a focus on clarity and customer satisfaction. Capable of managing multiple conversations simultaneously while maintaining a high level of detail and professionalism.

Order Management (Back office) Straive

April 2021 – Oct 2021

- Managed sales orders for McGraw Hill Education, ensuring accurate delivery details and verifying product availability. Responsible for monitoring orders and providing exceptional non-voice customer support. Maintained high attention to detail and efficiency in a dynamic work environment.

Sales Associate

March 2016 – Feb 2021

HC Consumer Finance Phils inc.

- Assisted customers with financing options, processed applications, and promoted products. Maintained excellent customer service, met sales targets, and supported store operations for nearly 5 years.

Property Consultant Megaworld corporation

Aug 2011 – April 2012

- Advised clients on property purchases, conducted site visits, and closed sales. Provided market insights, maintained client relationships, and achieved sales targets.

Sales Specialist

Sep 2013 – May 2014

Great Leaf Land inc.

- Marketed and sold real estate properties, provided client consultations, and facilitated transactions. Maintained client relationships, conducted property tours, and consistently met sales targets.

CONTACT



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Parañaque city

EDUCATION

Las Piñas National High School

2002 – 2006

SKILLS

- Customer Service
- Sales Expertise
- Order Management
- Communication
- Adaptability
- Attention to Detail
- Relationship Building
- Computer Literacy

PERSONAL SKILLS

- Strong Work Ethic
- Problem Solving
- Time Management
- Team Collaboration
- Flexibility
- Resilience
- Emotional Intelligence