

ROBERTO MEDRANO JR.

PROJECT COORDINATOR



CAREER BACKGROUND

PRODUCT SUPPORT ASSOCIATE

SATELLITE OFFICE | MARCH 2024 TO PRESENT

- Managed order fulfillment process from production to client delivery, ensuring timely and accurate order completion through effective communication and collaboration with production and logistics teams.

PROJECT COORDINATOR

UBIQUITY | DECEMBER 2022 TO MARCH 2024

- Experienced Project Coordinator with an excellent track record of managing different organizational events.

DISPUTES ANALYST

UBIQUITY | JUNE 2021 TO DECEMBER 2022

- Reviewed accounts with disputed items and exhaust recovery options according to the association and federal government guidelines to avoid taking financial loss.

SALES ASSOCIATE

ACQUIRE BPO | MARCH 2019 TO JUNE 2020

- Assisted customers regarding ticket inquiries for different events

SALES ASSOCIATE

THE RESULTS COMPANIES | APRIL TO AUGUST 2017

- Provided assistance to customers who'd like to take advantage of the membership offers

RETENTION ASSOCIATE

TRANSCOM PHILIPPINES | JULY 2015 TO MAY 2016

- Offered different options to customers in order for them to keep their services

CUSTOMER AND TECHNICAL SUPPORT ASSOCIATE

CONVERGYS PHILIPPINES | AUGUST 2014 TO MARCH 2015

- Resolved issues where troubleshooting issues were needed and explained basic billing concerns

REFUND/FRAUD ASSOCIATE

CONVERGYS PHILIPPINES | FEBRUARY 2014 TO JULY 2014

- Conducted thorough investigation on customer's account and check eligibility for refund

CREDIT CARD APPLICATION ASSOCIATE

TELEPERFORMANCE PHILIPPINES | FEBRUARY 2012 TO MAY 2013

- Answered customers inquiries about credit cards and assisted them with their application

PERSONAL INFO

Highly motivated and results-oriented professional with over 8 years of experience in customer service and support. Proven ability to effectively communicate with clients, identify and resolve issues, and ensure customer satisfaction across various industries. Eager to leverage strong communication and problem-solving skills to contribute to a positive customer experience.

SPECIALIZATIONS

- Sales
- Customer Service
- Project/Events Management

ACADEMIC BACKGROUND

DIPLOMA IN OFFICE MANAGEMENT

STI COLLEGE SHAW BOULEVARD | 2008 - 2009

LET'S GET IN TOUCH!

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SKILLS AND ABILITIES

- Exceptional communication and networking skills
- Conflict management and resolution skills
- Humor and lightheartedness
- Inspiring and motivating others to achieve greatness