Romeo Atim Chavez Jr  
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OBJECTIVE  
BPO veteran seeking an opportunity to pursue programming and make it the profession I would be doing for my entire professional career.

* SUMMARY OF QUALIFICATIONS  
  • Almost 8 years of experience working in the BPO industry both customer service (financial account, travel and hospitality account) and customer support (emails and cases).  
  • Hands-on experience in receiving inbound call for customer service, creating emails and cases to resolve customer's inquiry.  
  • Demonstrated ability to log all notes and follow up information accurately as specified by the program.  
  • Proficient in MS Office Suite and Excel and internal tools being used by the program.  
  • Reliable written and verbal communication skills.

• 5 years of experience as Assistant Trainer handing both foundations and product specifics training.

• 3 months experience of auditing phone calls, emails and cases for an international retail account.

CORE COMPETENCIES AND STRENGTHS

* Excellent communication, motivational and leadership skills.
* Analytical abilities
* Expertise with research tools
* Teamwork management
* Computer literacy

ACCOMPLISHMENTS

Sutherland Global Services (Pili, Camarines Sur Site)   
• Trained under SCLP (Sutherland Certified Learning Professionals)   
• Became a Product Specifics Trainer after 10 months of receiving inbound calls  
• Constantly meeting metrics specified by the program

Teleperformance Philippines (Formerly Aegis Services Phil. (Rockwell BC Ortigas)  
• Top associate trained under Peer Training Program  
• Became a Product Specifics Trainer after 5 months of receiving inbound calls

24/7 Philippines (ISquare Bldg. Ortigas)   
• No attendance issues during the seasonal and regular contract.   
• Became a quality assurance analyst assistant for 3 months during the peak season.  
• Consistent performance scores during off peak season

WORK HISTORY

Sutherland Global Services (Pili, Camarines Sur Site)   
• CSR/Senior Consultant (H&R Block) Nov. 2010 – Sept. 2011  
• Product Specifics Trainer (H&R Block) Sept. 2011 – Jan. 2013  
• Team Manager Apprentice (H&R Block) Jan. 2013 – May 10, 2013

Teleperformance Philippines (Formerly Aegis Services Phil. (Rockwell BC Ortigas)  
• Hotel Reservations Specialist (Hilton Hotels) May 20, 2013 – Oct. 17, 2013  
• Peer Trainer (Hilton Hotels) Oct. 18, 2013 – Feb 2015

24/7 Philippines (ISquare Bldg. Ortigas)   
• Customer service support emails & cases (Kohls) Aug. 31, 2015 – Sept. 30, 2016  
• Customer Experience Analyst Apprentice (QA) (Kohls) Oct. 1, 2016 – December 31, 2016  
• Customer service support emails & cases (Kohls) Jan. 1, 2017 - Present

EDUCATION

Took Bachelor of Science in Electronics and Communications Engineering – Ateneo de Naga University (2009-2011)

RELEVANT SKILLS

• Can easily adapt to work environment and tasks at hand.  
• Technical proficiency in Computer and Gadget related issues.  
• Strong communication and persuasive skills