

Benjamin Belesario Jr.



Jumeirah Beach Complex, Jumeirah 1, Dubai, UAE
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Visa Status: Spouse's Visa

Professional Profile

- Customer Service Representative with over 10 years of experience of sales, account handling, training and technical support.
- Efficient in training agents with their areas of improvement and help them acquire a higher CSAT.
- Possess excellent customer service, sales, administrative and communication skills.

Relevant Work Experience

February 2018-
January 2019

Chat Support Representative - Optus

[24] 7.ai, Makati, Philippines

- Resolves customers' billing, subscription, and delivery inquiries via chat
- Explains new plans and bundles to customers and process their orders
- Improves customers' conception of the company by fixing their service issues and billing complaints

April 2015-April
2016

Customer Care Representative - Uber

TaskUs, Taguig, Philippines

- Assists new riders with registration process.
- Resolves riders' concerns regarding technical issues with the app, and issues with the services and drivers via email
- Informs the team leader of any issues concerning the app or in the locality that may affect the service level of the client and of the contact center.

August 2013 -
Sept 2014

Customer Care Executive

Butlers Dream Laundry, Dubai UAE

- Contacts and visits hotels/clients to ensure that the level of service quality is always met.
- Visits new clients to ensure that the set-up process for their laundry area regarding the timing of pickup and delivery, the manpower needed for their hotel, the equipment that are needed are all met.
- Coordinates and follows up with the different departments to ensure that clients' concerns are resolve at the soonest possible time.

**April 2011 –
April 2013**

Team Leader / Merchandiser

Innovations Group, Dubai, UAE

- Experienced in consolidating daily sales reports, and target model sellout reports using Excel and send them in a timely manner through CIS system.
- Provides great customer service experience starting from the first point of contact until the payment process to improve store and brand customer loyalty.
- Checks availability of promoters and certain product models in various stores and send the necessary reports to the Line Manager.

**July 2009 –
September 2010**

Subject Matter Expert / Change Management Team – Comcast

Transcom Worldwide, Inc., Pasig City, Metro Manila, Philippines

- Efficient in reviewing chat transcripts and identify areas for improvement to ensure a positive CSAT survey from the customers and prevent repetitive cases of dissatisfied customers.
- Efficient in taking supervisory cases and provide solutions for irate customers to avoid client escalations and improve site customer satisfaction.
- Proficient in creating monthly assessment tests to gauge agent proficiency and discovering areas of opportunities.

**April 2007 – July
2009**

Customer Care Specialist / Sales Support – Comcast

Transcom Worldwide, Inc., Pasig City, Metro Manila, Philippines

- Coordinates with Team Leaders and reports upcoming issues that may affect site customer satisfaction and increased handling time of issues.
- Experienced in empathizing with customers and defuse irate customer situation.
- Proficient in offering and advising value-added products and services to encourage loyalty of customers and to provide better sales revenue.

**November 2005 –
February 2007**

Customer Care Specialist - eBay

IBM Daksh, Mandaluyong City, Metro Manila, Philippines

- Skilled in resolving customers' account issues, inquiries and complaints.
- Exercising excellent listening and questioning skills while developing empathy and building rapport with customers.
- Undergoing monthly assessment tests to gauge work proficiency and attaining high level of customer satisfaction.

Education

2002-2006

University of the Philippines

Bachelor in Secondary Education

Major in English

Diliman, Quezon City

1996-2001

Bachelor of Arts in Mass Communication

Major in Journalism (Minor in Broadcasting)

Baguio City.