

+639053376745

Email: ronrecion19@gmail.com

Ronnel Resurreccion

Address: 238 Bonga Menor, Bustos, Bulacan 3007

PROFESSIONAL EXPERIENCE

Customer Service Agent | *Lucid Solutions* | *Remote*

August 2022 – March 2026

- Managed account cancellations, refunds, and customer retention efforts by resolving concerns, offering appropriate solutions, and reducing customer churn
- Assisted 40+ customers daily through phone and email support while delivering quality service, building trust, and promoting customer loyalty

Customer Support Representative | *Scratchpay* | *Remote*

September 2020 – July 2021

- Resolved customer concerns regarding account issues and transactions
- Assisted customers with payment concerns and account verification
- Handled customer inquiries through phone and email support
- Maintained accurate records of customer interactions

Senior Customer Care Associate | *Concentrix Philippines*

October 2012 – July 2020

- Assisted clients with billing concerns and account inquiries
- Assisted clients in processing payments over the phone
- Maintained clients' records by updating account information
- Resolved customer complaints professionally and efficiently
- Handled 70+ customer inquiries daily

SYSTEMS AND TOOLS

Zendesk, Response CRM, Freshdesk, Google Workspace, Slack, Microsoft Teams, ViciDial, Avaya, Microsoft Office

TRAINING AND CERTIFICATIONS

HIPAA Compliance Training Program | Medical Virtual Assistant Training

SKILLS

- Reliable and dependable • Strong communication skills • Goal-oriented • Strong attention to detail
- Willingness to learn • Fast learner • Strong teamwork skills • Strong customer service skills • Problem-solving skills • Excellent interpersonal skills

EDUCATION

2008 – 2011 **Bachelor of Science in Business Administration** | Baliuag University
Baliuag, Bulacan

PROFESSIONAL SUMMARY

Reliable customer service professional with strong experience in inbound calls, customer support, documentation, data entry, and administrative assistance. Skilled in handling customer concerns, maintaining accurate records, and providing professional and efficient service. Committed to delivering excellent customer experiences, effective communication, and dependable support in fast-paced environments.