John Rick Manito

Rodriguez, Rizal, Philippines

SUMMARY

Customer Support Specialist with experience in call, chat, and email support, providing timely, accurate, and solutions-focused assistance to clients. Skilled in handling inquiries, resolving concerns efficiently, and maintaining clear, professional communication. With a background in Civil Engineering, I bring strong analytical skills, attention to detail, and the ability to manage tasks effectively in fast-paced environments.

WORK EXPERIENCE

SATELLITE OFFICE SOLUTIONS **October 2024 – July 2026**
Customer Support Coordinator | Petbarn

- Responded to pet-related inquiries via phone, email, and chat, delivering timely and effective resolutions.
- Managed multiple customer concerns while maintaining high-quality service and meeting response targets.
- Coordinated with store and warehouse teams to resolve order issues and provide accurate customer updates.
- Completed customer support tasks within SLA, ensuring efficiency and customer satisfaction.

VERTIV (SINGAPORE) HOLDINGS PTE LTD – ROHQ **July 2023 - October 2024**
Customer Support Specialist 1

- Provided customer support for UPS and CRAC units, coordinating with technical teams to ensure timely issue resolution.
- Created and managed service request tickets, enabling Customer Engineers to respond efficiently.
- Coordinated with business partners to resolve concerns and maintain smooth service operations.
- Provided accurate product information and effective solutions, improving customer satisfaction.
- Performed administrative tasks to support daily operations and maintain service efficiency.

CONCENTRIX **January 2023 - July 2023**
Customer Service Representative | UBER

- Assisted drivers with pickup and delivery inquiries, ensuring timely order completion.
- Resolved driver concerns promptly, delivering a positive support experience.
- Processed compensation requests, ensuring accurate and timely payouts.
- Guided drivers through order issues, enabling them to complete deliveries and accept new requests.
- Reviewed driver accounts to verify earnings accuracy and resolve payment discrepancies.

BENSTONE BUILDERS **September 2022 - February 2023**
Site Engineer

- Supervised construction activities and monitored project sites to ensure quality and schedule compliance.
- Conducted site inspections, providing recommendations to resolve construction issues.
- Collaborated with clients during project meetings to align plans and monitor progress.
- Prepared accomplishment reports to track project milestones and support decision-making.
- Managed natural stone and granite works, ensuring quality installation and project standards.

QUANTRICS ENTERPRISES INC. **April 2021 - September 2022**
Customer Support | Voice & Chat | Bell Mobility

- Assisted customers with mobility, postpaid, and prepaid account concerns, delivering prompt and effective resolutions.
- Troubleshot mobile devices and home internet/Wi-Fi issues, restoring services and improving customer experience.
- Identified service outages and created repair tickets, ensuring timely technical support.
- Guided customers through device upgrades and online orders, ensuring a seamless transaction process.
- Responded to customer inquiries via chat, providing accurate information and maintaining high customer satisfaction.

24/7.ai **September 2020 - December 2020**
Customer Service Representative | Project Based | Target

- Assisted customers with account orders, ensuring accurate and efficient order processing.
- Provided clear and accurate information to address customer inquiries and concerns.
- Delivered prompt and professional support, enhancing customer satisfaction and overall experience.

EDUCATION

Bachelor of Science in Civil Engineering
Eulogio “Amang” Rodriguez Institute of Science and Technology 2013 - 2019

SKILLS & TOOLS

- Customer Service, Email Support, Chat Support, Inbound & Outbound Calls
- Ticket Management, Administrative Support, Data Entry
- CRM, Zendesk, Microsoft Office, Outlook, PlanSwift, AutoCAD
- Time Management, Problem Solving, Technical Troubleshooting