

KYLE MAY TANO

CONTACT

Quezon City, Philippines

EDUCATION

Tandang Sora Elementary School
2005-2010

Tandang Sora National High School
2010-2014

SKILLS

- Customer service and support
- Technical Troubleshooting
- Effective Communication
- Conflict Resolution
- Time Management
- Familiar with CRM tools and call center system

CAREER OBJECTIVE

Motivated and customer focused professional with 5 years of experience in technical support and customer service. Seeking a role in a company that values Work-Life balance and offers flexible work arrangements (Work from Home or Hybrid Setup).
Dedicated to providing excellent service, resolving concern efficiently, and contributing positively to team goals.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE 2019
TECH MAHINDRA | EASTWOOD, LIBIS

• Guided customers through the ordering process, ensuring accuracy, efficiency, and a positive service experience.
• Supported customers in placing order orders by addressing questions, clarifying product details, and confirming order accuracy.
• Processed and assisted with customer orders, maintaining attention to detail and delivering excellent service.
• Provide end to end assistance for customer orders, from product selection to final confirmation, ensuring smooth transaction.

TECHNICAL SUPPORT REP. 2020 - 2024
ALORICA, CUBAO QUEZON CITY

• Provided technical support for a major telecommunications account, assisting customer with internet, device and software related concerns.
• Guided users through troubleshooting steps and resolved issues real time.
• Consistently achieved KPIs such as First Call Resolution (FCR) AHT and CSAT.

CUSTOMER SERVICE REP. 2024 - 2025
IBEX GLOBAL SOLUTIONS

• Assisted customer with prepaid services and account concerns resolved balance, load and service.
• Guided users through troubleshooting steps and resolved issues real time.
• Consistently achieved KPIs such as First Call Resolution (FCR) AHT and CSAT.

INTOUCH CX August 2025- May 2026
CUSTOMER SERVICE REP.

• Process and review healthcare insurance claims to ensure accuracy and eligibility based on plan coverage.
• Verify covered and non-covered medical expenses according to policy guidelines and benefit limits.

REFERENCES

Available upon request