

Rich Cielo Regodon Perona | Customer Service Specialist

Customer Support (Chat, Email & Phone) • Guest Experience • Administrative Support

"Your reliable customer service specialist driven to elevate customer experience."

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PROFESSIONAL SUMMARY

Detail-oriented Customer Service Specialist with proven expertise in delivering exceptional support across chat, email, and voice channels in high-volume environments. Adept at managing 30–80 daily interactions, resolving inquiries efficiently, and maintaining first contact resolution (FCR) rates of 92%–97% while consistently meeting SLA and KPI targets. Skilled in customer account verification, order processing, ticketing, and issue escalation, ensuring seamless communication across cross-functional teams. Experienced in supporting sales operations, inventory monitoring, supplier coordination, and guest booking processes, driving operational efficiency and customer satisfaction. Strong background in administrative support, workflow execution, and documentation accuracy, complemented by knowledge in front desk management, housekeeping coordination, and service quality assurance. Proficient in project management, CRM and support platforms as Salesforce, Zendesk, Zoho, Oracle, and Genesys Cloudfor case tracking, reporting, and collaboration. Recognized for improving turnaround times, enhancing customer experience, and maintaining high-quality service standards in fast-paced, target-driven environments. Ready to provide dedicated remote support to busy business owners, e-commerce teams, and executives across US, AU/NZ, Canada, EU, and UK time zones.

KEY COMPETENCIES

- General administrative support
- Front desk & guest reception management
- Appointment and booking coordination
- Guest booking & scheduling management
- Frontline customer engagement
- Customer inquiry handling
- Order processing & order fulfillment
- Order tracking & status updates
- Customer account management
- Account verification & validation
- Billing and payment inquiry handling
- CRM case documentation
- Store operations management
- Inventory monitoring & stock control
- Stock replenishment planning & procurement
- Supplier communication & coordination
- Sales transaction processing
- Receipt & sales record management
- POS system operation and reconciliation
- Transaction accuracy and auditing
- Stock discrepancy identification and resolution
- Logistics and delivery coordination
- Cross-selling and upselling
- Customer loyalty and retention support
- Process improvement recommendations
- Event or schedule coordination
- Inbound & outbound call handling
- Email queue management
- Live chat / real-time messaging support
- Ticketing case management
- Issue tracking and follow-up
- Issue resolution and dispute handling
- High-volume call management
- Escalation coordination with internal teams
- Documentation & record-keeping
- CRM database management
- Case tracking and escalation handling
- KPI performance monitoring
- First contact resolution (FCR)
- Sales documentation management
- Store maintenance & organization
- Cross-functional team coordination
- Operational reporting and metric tracking
- Process and workflow adherence

TOOLS/PROGRAMS

Project Management & CRM: Asana, Trello, ClickUp, Salesforce, Zendesk, Zoho, Oracle, Payorlink
Communication & Collaboration: Zoom, Skype, Google Meet, WhatsApp, Viber, Zimbra, Genesys Cloud
Admin Support & Productivity: Google Workspace (Gmail, Docs, Sheets, Forms, Drive), Microsoft Office (Word, Excel, PowerPoint, Outlook), ChatGPT, Grammarly

WORK EXPERIENCE

Customer Service Specialist (Viber Chat Support) – Equicom Services Inc
Onsite – Makati City, Philippines | October 26, 2025 – March 2026

- Acted as a liaison across stakeholders, improving turnaround time and ensuring seamless communication

- Maintained accurate documentation and followed structured workflows to support operational efficiency
- Manage approximately 50 real-time customer interactions daily via Viber chat, handling multiple concurrent conversations with field officers to ensure timely issue resolution
- Maintain a 95% average monthly KPI score across key performance metrics including first reply time, SLA compliance, first contact resolution (FCR), and productivity
- Utilize CRM and support platforms as Salesforce, Genesys Cloud, Payorlink, and Gmail to document interactions, track case progress, and coordinate with internal teams

Customer Service Specialists (Email Support / Non-Voice) – Equicom Services Inc
Onsite – Makati City, Philippines | June 2024 – October 2024

- Processed an average of 80 customer emails daily, meeting or exceeding daily quotas & maintaining quality standards
- Achieved a 97% monthly KPI score with strong performance in SLA adherence, FCR, and average reply time
- Leveraged a comprehensive tech stack — including Salesforce, Zoho, Oracle, Zendesk, Genesys Cloud, and Google Workspace — to manage cases, collaborate with internal teams, and ensure accurate documentation
- Supported underwriting, enrollment, and order-related tasks, demonstrating versatility across multiple functions

Customer Service Specialists (Voice) – Equicom Services Inc
Onsite – Makati City, Philippines | April 2024 – June 2024

- Handled 30–40 inbound customer calls daily, addressing inquiries, resolving issues, and providing account support in a fast-paced call center environment
- Sustained a 92% average monthly KPI score across metrics including first contact resolution, average handle time, SLA compliance, and customer satisfaction surveys
- Operated CRM and telephony tools such as Salesforce, Genesys Cloud, Zoho, Oracle, and Zendesk to log interactions and ensure seamless case handoffs
- Educated members on Primary Care Network (PCN) access and procedures, reducing repeat inquiries
- Maintained high-quality service standards, ensuring positive customer experience in every interaction

The Farm at San Benito
Onsite – Lipa, Batangas, Philippines | February 2023 – April 2023

Food & Beverage (Alive & Prana Restaurant)
- Assisted in buffet and à la carte service, prepared table setups and performed mise-en-place for service operations
- Welcomed and assisted guests, contributing to a positive dining experience and guest satisfaction
- Supported front desk coordination, handling guest inquiries and managing seating arrangements efficiently
- Maintained hygiene and sanitation standards in compliance with hospitality regulations

Housekeeping Department
- Cleaned and prepared guest rooms according to hotel standards, ensuring readiness for occupancy
- Organized linens, towels, and amenities to maintain quality in room presentation and overall guest satisfaction

Sales Associate/ Store Clerk – Fajieson Military Supplies
Onsite – San Fernando Pampanga, Philippines | December 2018 – March 2019

- Delivered customer-focused service by assisting clients with product inquiries for overall customer satisfaction
- Processed transactions with accuracy and efficiency with 98% accuracy in cash handling and documentation
- Managed receipts and sales records, ensuring proper documentation and audit readiness
- Maintained product displays and stock organization, enhancing store presentation and accessibility

Store Assistant / Operations Staff – AVF Military Supplies
Onsite – San Fernando Pampanga, Philippines | January 2016 – November 2018

- Managed daily store operations, ensuring smooth workflow and consistent service delivery
- Monitored and maintained inventory levels using manual logbook, reducing stock discrepancies and improving stock availability by 15%, organized and replenished military supplies for efficient product access and optimized store layout
- Maintained cleanliness and safety standards, contributing to a well-organized and compliant work environment

EDUCATION & TRAINING

NCII in Food and Beverage and Housekeeping NCII Training – TESDA
Bachelor of Science in Hospitality Management – Bulacan State University (Hagonoy Campus)