



ROBEN

SENIOR ESCALATIONS REPRESENTATIVE

CONTACT



EDUCATION

2005 - 2009

- Bachelor of Science in Business Administration Major in Marketing

LANGUAGES

- English (Fluent)
- Filipino (Native)

SKILLS

- Social Media Management
- Customer Service/Escalation
- Content Moderation
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Phone / Email / Chat Support

INTERESTS:

- Travelling
- Gaming consoles
- Music

PROFILE

A highly experienced and tenured professional with a solid background in BPO industry particularly in financial accounts. I want to impart the knowledge I gained through the years of my career to a company where I can grow and in the long run to be one of its assets.

WORK EXPERIENCE

- 2023 - 2024

Reputation Management Specialist

 - Proofread, approve or reject customer comments on client's website.
 - Manage, analyze and review contents and profile of client's pages.
- 2021-2023

Senior Escalations Representative

 - Research, review and resolve customer's escalated cases.
 - Collaborating with other departments to provide case resolution.
- 2020-2021

Data Entry Specialist

 - Review sales quotes for each software license and hardware orders.
 - Enter each SKUs through the system accurately using SAP tool.
- 2018-2019

Content Moderation Analyst / Tier 2

 - Review, approve or reject video contents submitted on the platform.
 - Assist Tier 1 agents and provide accurate verdict on each contents.
- 2015-2017

Email Support Representative / Tier 2

 - Respond to Uber rider's inquiries and concerns through email.
 - Support Tier 1 agents in answering respective email queues.

FREELANCE EXPERIENCE

- 2020-2021

Financial Sales Advisor

 - Promote and offer financial products and services to the customers.