

ROOCRUIT

RODELYN

Customer Solutions Specialist

Dasmariñas City, Philippines

PROFESSIONAL SUMMARY

Dedicated and experienced Customer Solutions Specialist with a strong background in financial services and digital payments. Proven track record in assisting customers through multiple channels including phone, email, and chat, while navigating complex CRM systems and online platforms. Committed to professional growth and contributing to a dynamic organization through exceptional service and operational support.

KEY SKILLS

- Customer Focused
- Time Management
- Multi-tasker
- Attention to Detail
- CRM Data Management
- Real-Time Operations Monitoring

PROFESSIONAL EXPERIENCE

Customer Solutions Specialist

February 2020 - February 2023

Major International Digital Payments Platform

- Assisted customers with inquiries regarding financial accounts via phone, email, and chat.
- Managed customer queries related to transaction history, payments, and account reconciliation.
- Provided technical support for customers utilizing mobile applications and full web platforms.

Sr. Operations Representative**September 2014 - January 2020*****Leading Global Financial Services Corporation***

- Resolved complex customer queries and problems related to credit card accounts.
- Processed phone payments for non-collections accounts with high accuracy.
- Maintained and updated customer data within the CRM software following strict administrative guidelines.
- Guided customers through online banking navigation and website troubleshooting.
- Functional Real-Time Analyst (RTA) responsibilities: monitored Holds, ACW, Aux, and long calls to ensure operational efficiency.
- Monitored system issues and reported technical disruptions directly to global counterparts for resolution.

EDUCATION

BS Elementary Education

Regis Marie College

Graduated: 2013

Electronics Technology

Paranaque City College

Graduated: 2010

LANGUAGES

- English (Professional)
- Tagalog (Native)