



Russell Uy

**FREELANCE CSR/TSR/CHAT
SUPPORT/DATA ENTRY/VA**

I'm Russell Uy, A CSR, TSR, DATA ENTRY SPECIALIST, and CHAT SUPPORT REPRESENTATIVE with 8 years experience in the BPO industry handling different lines of businesses. I'm interested in the position relevant to my working experience to apply profound skills in client satisfaction. Bringing strong organizational and collaborative skills.



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Bulacan, Philippines



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Skills & Tools Proficiency

- Microsoft Office
- Zendesk
- Slack
- Salesforce
- Amadeus GDS System
- Cloudtalk
- Aircall

Work Experience

**TaskUs, Inc. | Jan 2022-
October 2023**

Content Moderator

- I make sure that items are placed in the right category, are free from scams, don't include any illegal items, and much more. Enters information into a database or documentation platform.

**TaskUs, Inc. | Nov 2020 -
January 2022**

Chat Support Representative

- Maintains database by entering new and updated customer and account information. I am also responsible for lead generations.

**TaskUs, Inc. | Jan 2019-
November 2020**

Data Entry Specialist

- Responds to customer queries in a timely and accurate way, via chat. Identifies customer needs and helping customers use specific features. Analyze and report product malfunctions.

REFERENCES

EARL JANSSEN CAUNCA

TaskUs, Inc. / Operations
Manager

+63 942-572-2179

Avegail Crisologo

Holisto / Supervisor

+63 933-422-0873

RACHEL ANN JACOB

HKT Teleservices / Supervisor

+63 926-442-5801

*"If you want to succeed you
should strike out on new paths,
rather than travel the worn paths
of accepted success." – John D.
Rockefeller*

Work Experience

WORK FROM HOME - Online Hotel Reservation Assistant

Holisto | May 2022 - September 2023

- I take bookings and make reservations online and over the phone. Promoting hotel deals, services and special offers. Completing customer records on computer systems. Processing payments. Dealing with special requests from guests, like organising car hire or booking tickets.

HKT Teleservices | July 2016 - November 2018

Customer Service - Booking Agent

- Create airline bookings and tickets for frequent flyer members and offer top-rate customer service and assist customers in making their travel arrangements.

Sitel | August 2015 - July 2016

Technical Support Representative

- We communicate with clients via phone calls and emails interaction to provide step by-step solutions effective in resolving hardware or software problems.

Education

Bachelor Degree of Entrepreneurial Management

POLYTECHNIC UNIVERSITY OF THE
PHILIPPINES | 2008-2012