

Reck Lee Mark Ventura

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ADDRESS

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SKILLS

7 / 10

Amadeus

8 / 10

Microsoft Office & Administrative

8/10

Sales & Marketing

10 / 10

Communication

10/10

Customer Service

EDUCATION

Mariano Marcos State University

Bachelor of Arts in Sociology

2011-2016

EXPERIENCE

SEPTEMBER 2022 - JUNE 2023

Customer Service Representative | Teleperformance | Ilocos Norte, PH

Key Responsibilities:

- Book an affordable and convenient flight to-and-from port for cruise passengers through Amadeus
- Input cruise passenger data accurately as matched with the data shown in the system
- Organize and update cruise passenger data and information in the system

OCTOBER 2020 - NOVEMBER 2021

Customer Service Representative | Alorica Inc. | Ilocos Norte, PH

Key Responsibilities:

- Handle inbound and outbound calls from Medical Providers
- Assist queries from Doctors and Medical billers and provide general information regarding a patient claim
- Review and process patient claims

MAY 2017 - SEPTEMBER 2019

Recruitment and Training Officer | RQC Merchandise | Ilocos Norte, PH

Key Responsibilities:

- Sourcing and recruiting candidates interested to earn income through sales of Globe Telecommunication products
- Strategize marketing and advertising efforts, and coordinate with Government units
- Onboarding and training candidates about products and services and equip with sales and marketing
- Monitoring agents' sales and performance

AUGUST 2016 - FEBRUARY 2017

Customer Service Representative | Avion BPO | Ilocos Norte, PH

Key Responsibilities:

- Handling inbound calls from customers
- Answer queries from customers regarding subscriptions and educate regarding general information
- Walking customers through regarding self-service options