

# ROLDAN IRINCO CASTILLO



## CONTACT



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## OBJECTIVE

Equipped with supervisory experienced and trainings on customer service for 10 years and 4 years in training department on the same field. Capable of leading team and embodies strong interpersonal and strategic skills that will be helpful in developing quality performance for the betterment of the clients, the employees and the company.

## EDUCATION

### TERTIARY

Course: Bachelor of Science in Information Technology  
Imus Business and Technological College  
2003 - 2006

### SECONDARY

General Emilio Aguinaldo National High School  
1999 - 2003

### PRIMARY

Elementary School: Sta. Ana Elementary School  
1993 - 1999

## WORK EXPERIENCE

### Technical/Customer Service Representative

Company: Harte Hanks Philippines. Duration: 5 years  
Status: Rendering  
Reason: no career growth/  
compensation

- Providing prompt and courteous assistance to customers via phone, email, or chat.
- Resolving technical issues or inquiries related to products or services.
- Troubleshooting software or hardware problems remotely.
- Documenting customer interactions and solutions accurately.

### Senior Process Associate

Company: Paypal - Genpact LLC  
Year: 2018  
Reason for leaving: Account was dissolved.

- Answers telephone inquiries about billing.
- Process customer's payment and transaction.
- Assist customer about their account standing.
- Maintaining quality customer service to all customers.

### Team Leader

Company: Walmart - IQOR Philippines  
Year: 2014 - 2017  
Reason for leaving: Compensation/Workload /Account was transferred to Iloilo site.

- Assists new hires both in Product Knowledge and Foundation
- Training
- Responsible in WBT refresher courses and updates to regular agents.
- Creates new activities to balance work and fun environment.
- Assist agents during nesting and in production
- Timesheet for agents in my Team
- Maintaining quality performance weekly and monthly for the Team



### **Billing Specialist**

Company: Telstra - Teleperformance, Pasay

Year: 2013 – 2014

Reason for leaving: Compensation

- Handling calls about billing and Customer Service calls.
- Responsible in providing accurate information about their
- monthly billing and internet services
- Assists cu about technical issues.

### **Sales Representative**

Company: Sprint Sales - Stream Global

Year: 2012 – 2013

Reason for leaving: Compensation

- Assist customers about postpaid services
- Responsible on closing sales

**Customer Service Representative Company:** AT&T U-verse - Alorica

Year: 2011 - 2012

Reason for leaving: Compensation

- Handling calls about internet services and installation schedules
- Assists customer about U-verse services and inquiries Maintain
- quality service to all customers

### **Reservation Specialist**

Company: U.S Airways - Alorica

Year: 2010 - 2011

Reason for leaving: Account was dissolved/Transferred to other LOB

- Handling calls about airline ticket reservation
- Provides flight details to the customers
- Maintain quality service to all customers

## **SKILLS**

Strong interpersonal abilities, strategic thinking capabilities, Proficiency in Microsoft Office applications (Word, Excel, PowerPoint), and exceptional verbal and written English communication skills. Ability to listen attentively to customers, understand their concerns, and respond appropriately. Being able to understand and relate to customers' emotions and situations and respond with compassion. Capacity to analyze issues, identify root causes, and propose effective solutions to resolve customer inquiries or complaints. Flexibility to adjust communication style and approach based on the customer's needs and preferences. Efficiently managing time to handle multiple customer inquiries while maintaining quality service.

## **TRAINING AND CERTIFICATIONS**

Performance Peak Coaching and Leadership Training Certified by iQor  
Philippines Leadership Development and Enhancement Training  
Conducted by Alorica Philippines Global Communications and  
Management Training Certified by Eperformax

## **REFERENCE**

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Roldan Irinco Castillo  
Applicant's Signature