



# Franklin Kennedy P. Ching

Mobile: +63 915-948-9111 | ching.franklinkennedy@gmail.com

## CAREER OBJECTIVE

Results driven Customer Service Representative and Sales Professional with proven track record of delivering exceptional customer experiences, resolving complex issues, closing high-value sales, and maintaining strong client relationships. Demonstrates strong communication, analytical, and problem-solving skills across diverse industries.

## WORK EXPERIENCE

### Customer Service Representative (Customer Delight - Bloom & Wild)

Newstel Worldwide | Jan 2026– May 2026

- Manage customer inquiries related to delivery issues, order discrepancies, and payment concerns across multiple communication channels.
- Provide sales support and assist customers with order placements and account troubleshooting.
- Deliver empathetic, solution-focused service while ensuring timely resolution of concerns.
- Maintain accurate documentation of customer interactions and case resolutions.

### Researcher Virtual Assistant

Edwin James IP | Oct 2024 – Nov 2025

- Conducted comprehensive research to identify counterfeit products and emerging industry trends.
- Collected, analyzed, and verified product authenticity using advanced research tools.
- Maintained organized databases and detailed documentation of findings.
- Collaborated with experts to enhance counterfeit detection and reporting strategies.

### Customer Service Representative II (Technical Support – DoorDash)

TTEC Holdings, Inc. | Feb 2024 – Aug 2024

- Provided technical support to DoorDash drivers, resolving app, order, and account-related issues.
- Ensured smooth order processing and minimized service disruptions.
- Delivered high-quality customer service through effective communication and product expertise.

### Broker Liaison Officer II

SM Development Corporation (SMDC) | Nov 2022 – Jan 2024

- Recruited, trained, and managed real estate brokers and sellers to improve sales performance.
- Developed and executed sales strategies to convert prospects into property buyers.
- Negotiated contracts, closed transactions, and ensured complete documentation compliance.
- Generated PHP 90M in total sales within one year, resulting in promotion to Broker Liaison Officer II.

### Loans Account Officer

K&L Covenant Marketing | Sep 2018 – Oct 2022

- Facilitated real estate loan applications from submission to approval.
- Served as liaison between clients and partner banks to resolve loan-related concerns.
- Ensured accuracy and completeness of documentation for efficient loan processing.

## SKILLS

- Customer Service & Client Relations
- Technical Support & Troubleshooting
- Sales & Negotiation
- Research & Data Analysis
- Account Management
- Documentation & Compliance
- Cross-Functional Communication
- Problem-Solving & Conflict Resolution

## Tools

- Zendesk
- Slack
- Monday.com
- Salesforce
- Stripe
- Microsoft 365
- Google Suite
- Canva