



Rey Mark Tamayo

Customer Service Representative



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 [Bold Profile](#)

Professional with strong background in customer interactions and service solutions. Highly skilled in conflict resolution, communication, and problem-solving, ensuring customer satisfaction and loyalty. Effective team collaborator, adaptable to changing needs, and consistently focused on achieving results through efficient and empathetic service. Known for reliability and proactive approach to meeting customer and organizational goals.

Work History

2025-06 - 2026-05 **Customer Service Representative**

Remote People, Remote

- Thrived in high-volume email, call, and chat environments (7-10 tickets per hour, managed 3-4 chat instances per hour and 10-15 calls per hour)
- Addressed customer complaints with empathy, fostering loyalty and encouraging repeat business.
- Handled high-stress situations with professionalism while resolving disputes or conflicts
- Elevated customer satisfaction through swift resolution of concerns and delivery of precise information.
- Addressed customer inquiries regarding product offerings, services, and company information.

2025-02 - 2025-05 **Operations Support (Contract)**

Eclaro, Remote, Philippines

- Can cover 3-4 consecutive chats and up to 60 tickets per day.
- Managed correspondence, screening calls, and emails for executive communication.
- Utilized advanced software to create documents, reports, and presentations.
- Scheduled appointments and acted as the initial point of contact for potential clients.

2024-08 - 2024-12 **Dropshipping Customer Service Representative (Contract)**

Madvert Media, Remote, UK

- Thrived in high-volume email, call, and chat environments (7-10 tickets per hour, managed 3-4 chat instances and 10-15 calls per hour)
- Addressed customer complaints with empathy, fostering loyalty and encouraging repeat business.

- Handled high-stress situations with professionalism while resolving disputes or conflicts
- Elevated customer satisfaction through swift resolution of concerns and delivery of precise information.
- Addressed customer inquiries regarding product offerings, services, and company information.

2024-02 - 2024-06

Lead Generation Specialist

Utopia Solutions, Remote, US

- Find and Contact Leads: Research and reach out to potential leads via email and social media. Mainly using Instantly to reach out to leads
- Build Relationships: Maintain regular contact with leads and provide them with relevant information.
- Track Leads in CRM: Keep lead information accurate and current in the CRM system.
- Developed targeted lead generation strategies to enhance prospect engagement and conversion rates.

2022-09 - 2023-08

General Virtual Assistant

Go2, Remote, US

- Served as the primary point of contact for customer support, assisting both internal teams and external clients of the e-commerce company.
- Prioritized customer satisfaction with strategies tailored to individual needs and offered advice and product recommendations to customers.
- Addressed queries and suggested offerings to attract potential customers.
- Orchestrated seamless online order processing, encompassing efficient shipping logistics and accurate invoicing procedures.

2022-02 - 2022-06

Customer Service / Retention Representative (Contract)

Support Services Group CR, Remote, Costa Rica

- Thrived in high-volume email, call, and chat environments (7-10 tickets per hour, managed 3-4 chat instances and 10-15 calls per hour)
- Addressed customer complaints with empathy, fostering loyalty and encouraging repeat business.
- Handled high-stress situations with professionalism while resolving disputes or conflicts
- Elevated customer satisfaction through swift resolution of concerns and delivery of precise information.
- Addressed customer inquiries regarding product offerings, services, and company information.

2021-08 - 2022-04

Customer Service Representative (Contract)

5CA, Remote, Netherlands

- Resolved diverse technical issues across multiple systems for global customers.
- Expedited departmental efficiency by promptly resolving system challenges.
- Assisted customers in diagnosing issues and provided solutions to restore functionality.

- Researched products and issued resolutions to address customer concerns.

2021-07 - 2021-11

Executive Assistant

Labin Logistics, Remote, Costa Rica

- Managed correspondence, screening calls, and emails for executive communication.
- Utilized advanced software to create documents, reports, and presentations.
- Scheduled appointments and acted as the initial point of contact for potential clients.

2020-11 - 2021-07

Shift Verification Representative

Clipboard Health

- Maintained accurate records of absences, disciplinary actions, and truancy managers.
- Developed excellent time management and organizational skills in a busy healthcare setting.
- Managed file entries, processing and scanning them into electronic databases.

2018-09 - 2020-09

Receptionist Assistant

Cala Luna Boutique Hotel, Playa Langosta, Guanacaste

- Managed master calendar and disseminated general information.
- Ensured a professional and inviting atmosphere in the reception area.
- Handled a multi-line telephone system and greeted visitors: directed calls and provided information as needed.

2014-06 - 2018-05

Credit Card Customer Service Associate

HSBC, UP Ayala Technohub

- Thrived in high-volume email, call, and chat environments (7-10 tickets per hour, managed 3-4 chat instances and 10-15 calls per hour)
- Assisted with reconciliations and customer communications.
- Supported customers with invoice and statement inquiries.
- Processed recurring automated payments and credit card transactions.
- Addressed customer calls, emails, and chats related to credit and accounts receivable.

2013-01 - 2014-02

Technical Service / Sales Representative

Concentrix, UP Ayala Technohub

- Provided primary customer support for internal and external clients.
- Prioritized customer satisfaction with strategies tailored to individual needs. Helped, advised, and offered product recommendations to customers.
- Addressed queries and suggested offerings to attract potential customers.



Education

2011-01

Bachelor's Degree: Nursing

Dr. Carlos S. Lanting College - Philippines



Skills

- Clear communication skills and use of communication tools (Teams, Slack, WhatsApp, Viber, Skype)
- Proficient in Microsoft Office applications (Word, Excel, Outlook)
- Proficient in CRM software tools for workflow optimization (Zendesk, Gorgias, Hubspot, Salesforce, TalkDesk, CxOne)
- Event coordination

Knows how to use tools such as Asana, Notion, Fathom, Google Workspace, Google Drive, Shopify