

CUKI GONZALES (Rolando Gonzales Jr.)

Customer Service Representative | Technical Support | Email & Chat Support
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PROFESSIONAL SUMMARY

Customer Service and Technical Support Specialist with 10+ years of experience delivering high-quality support across email, chat, and voice channels. Proven ability to manage high-volume workloads, including 70+ tickets daily, while maintaining accuracy and customer satisfaction. Experienced in technical support, healthcare accounts, and sales, with strong skills in problem-solving, communication, and customer experience. Known for consistently meeting performance targets and delivering efficient, customer-focused solutions.

CORE SKILLS

Customer Service & Customer Experience
Technical Support & Troubleshooting
High-Volume Ticket Management
CRM Tools (Zendesk, Shopify, Zoho Desk)
Billing, Insurance & Prior Authorization
Sales Support & Customer Engagement
Multitasking & Time Management
Clear Written & Verbal Communication

PROFESSIONAL EXPERIENCE

Technical Support Representative

Keychron | May 2025 – April 2026

- Managed high-volume support (70+ tickets daily) via chat and email, ensuring fast and accurate issue resolution
- Diagnosed and resolved product-related issues, guiding customers through clear, step-by-step troubleshooting
- Maintained professionalism while handling multiple simultaneous conversations in a fast-paced environment
- Improved customer satisfaction by delivering efficient, easy-to-follow solutions
- Maintained 95% QA score and 100% attendance, consistently meeting performance targets

Customer Service Representative / Billing / Prior Authorization / Sales Representative - Impakt Medical and SleepHealthMD

REM Healthcare BPO | February 2020 – June 2024

- Managed high-volume customer inquiries related to DME orders, billing, insurance, and documentation
- Processed prior authorizations, claims, and order requests with strong attention to accuracy and compliance
- Coordinated with patients, providers, and insurance companies to resolve complex concerns efficiently
- Identified customer needs and recommended appropriate services, supporting sales and conversion

Customer Service Representative / Healthcare Account Support - Pulmonary Solutions
JKM Telehealth BPO | April 2018 – February 2020

- Assisted patients and healthcare clients with inquiries related to services, orders, and documentation
- Maintained accurate and organized records of customer interactions
- Ensured compliance and professionalism while handling sensitive healthcare information

Customer Service / Sales Representative

MBS (Spypoint / Vosker Accounts) | June 2024 – October 2024

- Assisted customers with product inquiries, troubleshooting, and order-related concerns
- Provided product guidance to improve customer experience and retention
- Supported sales through effective communication and customer engagement

Medical Records Encoder / QA Officer

Heart of Jesus Hospital | June 2014 – January 2015- Ensured accuracy and completeness of patient medical records

- Verified compliance with PhilHealth documentation standards
- Conducted quality checks to maintain data integrity

Online Marketing Agent (Sales)

Webconnect | May 2013 – November 2013- Generated leads and converted customer inquiries into sales via chat and email

- Recommended products based on customer needs to improve conversion rates

Online Marketing Agent (Sales)

Datapoint Contact Solutions | April 2010 – June 2011

- Promoted products and closed sales through online engagement and customer communication

KEY ACHIEVEMENTS

- Successfully handled high-volume customer support (70+ tickets daily) in a fast-paced environment
- Maintained consistent performance and service quality across technical, healthcare, and sales roles
- Delivered high customer satisfaction through clear communication and problem-solving

