



Kier Reyes Castanaday

Customer Service Reoresentative

Dedicated and results-driven professional with over 4 years of experience in customer service and 1 year as a virtual assistant. Skilled in handling customer inquiries, resolving issues efficiently, and delivering exceptional client support across various platforms. Adept at managing administrative tasks, scheduling, data entry, and communication tools in remote environments. Known for strong problem-solving skills, attention to detail, and a customer-first mindset. Seeking to leverage my experience and adaptability to contribute to a dynamic and growth-oriented team.

Contact

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Education

West Visayas State Ubiversity
Calinog Campus
 Bachelor of Science In
 Information Technology
 2018-2022

Skills

- Customer Service
- Computer Literate
- Problem Solver
- Leadership
- Critical Thinking

Work Experience

- Transcom Iloilo (Feb 2020 - Apr 2022)**
 Technical Support / Comcast
 - Assisting customer for technical Issue
- IGT Solutions (May 2022 - May 2023)**
 Travel Associate Supervisor / United Airline
 - Work as Supervisor of Travel Account of IGT solution assisting customer with level 2 support
- WNS (Jun 2023 - Dec 2023)**
 Finacial Associate / Pennymac
 - Assisting homeowners in regards with their Mortgage.
- My Derma Dream US Jan 2024 - Jan 2025**
 Retention Agent
 - Assisting customer in thier problem of the product providing best option they could tske advantage to retain them on company
- Teletech Mar 2025 - July 2025**
 Technical Support /Verizon
 - Assisting customer for technical Issue