



LOUIE DIVINE MALE

Customer Service Representative

 09465034119

 louied.male@gmail.com

EDUCATION

High School Graduate
Imus National High School
2002 – 2006

EXPERTISE

- Customer Service
- Phone Handling
- Email Handling
- Chat Support
- Virtual Assistance
- Customer Retention
- Microsoft Office
- Google Suite
- Calendar Management

LANGUAGE

- English
- Spanish
- Korean

PROFILE

I worked as a Customer Service Representative for more than 4 years. I have vast experience in handling customers who has complaints as well as who needs help with their concerns.

WORK EXPERIENCE

Okebet

Live Chat Support

- Working with the wider chat support team.
- Manage live chat queries from members who have issues or concerns with their deposits, withdrawals and bets.

Feb. 2024
to
July 2026

SC Reservations Phils. Inc.

Customer Retention / Reservations Specialist

- Working with the wider retention team.
- Manage escalation calls, colleague queries, reservations and other booking calls.

Oct. 2021
to
Oct. 2023

Digital Agency

Virtual Assistant / Lead Generation Specialist

- Working with different clients
- Generating leads for prospective customers, managing social media accounts, maintaining CRM tools, setting up appointment, managing Calendar invites

Aug. 2019
to
Oct. 2021

iQor SM Dasma

Customer Service Representative

- Managing customer's repay account
- Helping customers refill their account and registering them to unlimited plans.

Sept. 2018
to
Sept. 2019

REFERENCES

Kenneth Roi Gaddi

Customer Retention
Specialist

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Reservations Specialist

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