

# RALPH L. BUSTAMANTE

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*Customer Support | Client Retention | Account Management*

## PROFESSIONAL SUMMARY

Customer support professional with 6+ years of experience delivering chat, email, and account support for U.S.-based clients across financial services and tech industries. Proven track record in resolving complex customer concerns, preventing churn, and maintaining high satisfaction scores in high-volume, remote environments. Adept at CRM documentation, escalation management, and building trust with clients across every interaction.

## PROFESSIONAL EXPERIENCE

### American Express

*Nov 2022 – Apr 2026*

***US Customer Service Professional*** | Taguig City, Philippines

- Delivered real-time chat support to U.S. card members and high-value clients, resolving billing disputes, account inquiries, and service concerns with a focus on first-contact resolution.
- Retained at-risk accounts by proactively addressing client concerns and offering tailored solutions, contributing to improved satisfaction and reduced escalations.
- Managed multiple concurrent conversations while meeting strict performance metrics in a fast-paced, remote environment.
- Maintained accurate interaction records in CRM systems, ensuring seamless follow-up and documentation compliance.

### Ibex Global Philippines – Lyft Account

*Nov 2019 – Oct 2022*

***Email & Chat Support Representative*** | Parañaque City, Philippines

- Provided multi-channel support (chat and email) for ride-sharing customers and drivers, resolving trip disputes, refund requests, and account access issues.
- De-escalated high-emotion customer complaints with empathy and professionalism, consistently maintaining service quality benchmarks.
- Managed follow-up queues and documentation records to ensure full case resolution and client satisfaction.

### Federal Land Inc.

*Aug 2019 – Nov 2019*

***Assistant Sales Manager*** | Makati City, Philippines

- Supported client acquisition and relationship management for real estate transactions, handling inquiries, documentation, and coordination with internal departments.

### Sales, Marketing & Client Relations (Various Employers)

***Multiple Roles*** | 2005 – 2019

- Built foundational skills in client relationship management, sales coordination, and customer communication across multiple industries.

## SKILLS & TOOLS

**Support & Retention:** Chat & email support, dispute resolution, account management, client

retention, escalation handling

**Tools & Systems:** CRM & ticketing systems, Microsoft Office Suite, Google Workspace, chat support platforms, email management tools

**Soft Skills:** Active listening, empathy, problem-solving, multitasking, attention to detail, remote collaboration

## **EDUCATION**

### **Bachelor of Arts in Political Science**

University of Santo Tomas–Legazpi | Graduated March 2001