

Matthew Libre

+63 9475949338 | matthewlibre@gmail.com

Cebu City, Philippines

PROFESSIONAL SUMMARY

Detail-oriented and highly organized associate with a strong background in administrative support, customer service, and technical assistance. Proficient in Microsoft Excel, and virtual collaboration tools. Adept at streamlining workflows, resolving technical issues, and optimizing operational efficiency. Seeking to leverage expertise in business support and client relations to contribute to a dynamic and growing organization.

PROFESSIONAL EXPERIENCE

Production Crew

Golden Arches Development Inc. (McDonald's E-mall Cebu) | April 2014 to March 2015

- Preparing menu items according to company standards
- Refilling condiments and drink stations
- Ensuring food safety and hygiene through proper handling and storage

Customer Service Representative (Telco Industry)

Qualfon Philippines Inc. | April 2015 to June 2016

- Delivered exceptional customer service by addressing inquiries and resolving issues efficiently.
- Achieved an 85% first-call resolution (FCR) rate, minimizing escalations and improving customer retention.

Customer Service Representative (Healthcare Industry)

Teleperformance Philippines | September 2016 to June 2017

- Handling concerns, complaints, or logistical problems promptly to maintain trust and satisfaction.
- Recording patient interactions, updating databases, and ensuring compliance with privacy regulations like HIPAA.

Technical Support Representative (Educational)

Sykes Asia Inc. | November 2017 to October 2018

- Handling concerns, complaints, or logistical problems promptly to maintain trust and satisfaction.
- Resolving technical issues such as login errors, connectivity problems, or malfunctioning devices during campaign activities.

HR Assistant / HRIS Administrator / Time coordinator (HR Shared Services Group)

Foundever Philippines Corporation | October 2018 to May 2026

- Maintaining accurate personnel files, updating HR databases, and ensuring compliance with data privacy regulations.
- Assisting with payroll processing, benefits enrollment, and answering employee queries about compensation or insurance.
- Assisting with audits, preparing HR reports, and ensuring adherence to labor laws and company policies.

EDUCATION

- BSBA-Bachelor of Science in Business Administration - Undergraduate

SKILLS

- Strong customer service and technical support expertise
- Skilled in HR information data entry
- Experienced in virtual assistance, scheduling, and administrative tasks
- Excellent problem-solving and communication skills

