

Leah Portia P. Reantaso

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WORK EXPERIENCE

Take5 Carwash | Bruntwork
Customer Care Specialist

Remote, PH
Aug 2025 - Mar 2026

- Delivered customer support via email/ticketing system (Zendesk).
- Analyzed membership inquiries and provided tailored solutions.
- Escalated tickets to appropriate teams, ensuring SLA compliance.
- Processed and validated refund requests with 100% accuracy

Whistle Express Carwash | Bruntwork
Customer Care Specialist

Remote, PH
July 2024- Aug 2025

- Handled customer inquiries via phone, email, and chat using Zendesk.
- Resolved issues by escalating tickets and following through until resolution.
- Maintained a 90%+ customer satisfaction rating through timely support.

Energy Australia - Teletech Philippines | 2019-2023
Customer Care Specialist / Case Manager / Agent IT Coordinator

Quezon City, PH
Jan 2019 - Mar 2023

- Supported customers via phone and digital channels, resolving billing and service issues.
- Promoted products/services, increasing customer retention.
- Achieved consistent SLA compliance with 95% resolution rate.
- Coordinated IT issue tracking and resolution for QC site.

AT&T Blue – VXI Global Holdings B.V.
Account Associate

Quezon City, PH
July 2024- Aug 2025

- Assisted customers with billing and service inquiries.
- Maintained a 90% and above customer satisfaction rating
- Upsold plans/services, contributing to a 15% increase in customer retention.

EDUCATION

AMA Computer University
Bachelor of Science in Computer Science

Metro Manila, Philippines
May 2002

SKILLS & INTERESTS

Skills: Google Workspace (Docs, Sheets, Gmail) | Customer Service & Case Management | CRM : Zendesk | Salesforce | Quality Assurance & Control | Canva (basic design)

Interests: Fashion Design | Arts and Crafts | Music