

Francis A. Modino

CUSTOMER SERVICE REPRESENTATIVE CHAT SUPPORT

CONTACT DETAILS

Address:
Muntinlupa, Metro Manila 1770
Philippines

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Email:
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Nationality:
Filipino

Date of Birth:
March 4, 1993

SKILLS

- Proficient in Live Chat Support
- Salesmartly Live Chat Platform
- Customer Service & Client Support
- Strong Written Communication Skills
- Multitasking in Fast-Paced Environments
- Fast Learner & Trainable
- Open to Skill Enhancement Training
- Flexible & Adaptable to New Processes
- Receptive to Guidance & Continuous Learning

LANGUAGES

English, Tagalog

PROFESSIONAL EXPERIENCE

Customer Service Representative Chat Support
Sept 2023 – Mar 2026

MINMO Company, Work From Home

- Assisted customers via Salesmartly and live chat with account, payment, and general support inquiries.
- Delivered prompt, professional responses while strictly following company policies and procedures.

Payment Officer
Feb 2020 – Mar 2021

Optimus System Solutions

- Processed and verified deposits, payments, and settlements.
- Reconciled accounts and maintained accurate financial records.
- Coordinated with clients and internal teams to resolve discrepancies.
- Ensured timely completion of transactions and compliance with company policies.

Property Specialist
Apr 2018 – Oct 2019

Proveneo Land Inc.

- Assisted clients with property transactions (buy, sell, rent).
- Conducted property viewings and provided detailed information.
- Prepared contracts and managed documentation.
- Maintained property listings and organized records.

Property Specialist
Nov 2016 – Jul 2017

Amaia Land Corp.

- Assisted clients in buying, selling, and renting properties.
- Conducted property viewings, explaining features and benefits to prospective clients.
- Prepared and processed contracts, agreements, and other documentation.
- Maintained and updated property listings in databases and online platforms.

Sales Clerk
Jul 2014 – Jan 2015

Robinsons Dept. Store Kitchen Wear, Alabang Muntinlupa

- Assisted customers with product selection and provided excellent customer service.
- Answered inquiries and gave accurate information regarding products and prices.
- Handled cash, card, and other payment transactions.
- Maintained cleanliness and organization of the store floor.

PERSONAL DETAILS

Date of Birth:	March 4, 1993	**Nationality:**	Filipino
Marital Status:	Single	**Gender:**	Male