



REINA PATRICE VASQUEZ

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San Jose Rodriguez Rizal

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A Customer Service Representative with 2+ years of experience, My strengths include excellent communication, active listening, and problem-solving skills, which allow me to address customer concerns with patience and professionalism.

EDUCATION

Bachelor of Science in Information Technology

Colegio de Montalban, 2017

Secondary Education

Kasiglahan Village National Highschool, 2013

Primary Education

Kasiglahan Elementary School, 2009

CERTIFICATIONS

- For being the 2ndBEST PROTOTYPE on BSIT 3rd Year Prototype Exhibit 2016 with "Sound system Automated Control using Arduino Mega Kinect Sensor"
- For being the BEST FEMALE COUNSELOR on JCSGO summer youth camp 2018

WORK EXPERIENCE

Customer Service Representative

Concentrix

December 2025 - April 2026

- Assisted customers with inquiries related to mobile, internet, and cable services, including billing, plan upgrades, troubleshooting, and technical support.
- Provided step-by-step guidance for resolving connectivity issues, network outages, and device configurations. Handled customer complaints with professionalism, ensuring quick resolutions while maintaining high customer satisfaction. Processed account modifications, payments, refunds, and service activations accurately and efficiently.

Virtual Assistant

Multiple Clients

February 2025 - November 2025

- Managed administrative tasks such as email handling, calendar scheduling, and appointment coordination.
- Maintained and updated records using Microsoft Excel and Google Sheets for tracking reports, customer information, and daily operations.
- Created spreadsheets, organized data, and generated basic reports using formulas and data validation tools.
- Assisted in preparing presentations, documents, and reports with accuracy and attention to detail.
- Responded to client inquiries through email, chat, and other communication platforms in a professional manner.
- Conducted online research and compiled information for business needs and projects.
- Managed file organization through cloud-based platforms such as Google Drive and Dropbox.
- Coordinated with team members to ensure tasks and deadlines were completed efficiently.
- Performed data entry, data cleanup, and database management while ensuring confidentiality and accuracy.
- Utilized productivity and collaboration tools including Google Workspace, Microsoft Office, and communication platforms like Zoom and Slack.

Customer Service Representative

Quantrics Enterprises Inc.

August 2022 - April 2025

- Assisted customers with inquiries related to mobile, internet, and cable services, including billing, plan upgrades, troubleshooting, and technical support.
- Provided step-by-step guidance for resolving connectivity issues, network outages, and device configurations. Handled customer complaints with professionalism, ensuring quick resolutions while maintaining high customer satisfaction.
- Processed account modifications, payments, refunds, and service activations accurately and efficiently.

Data Encoder

Wilcon Depot

November 2018 - January 2020

- Accurately and efficiently encode all data that needs organizing and recording.
- Confirmed that entered data accurately aligns with original documentation.
- Organized and maintain original paper evidence.

Customer Support Associate

Convergys

May 2017 - March 2018

- Processed disputes on customer accounts; and empowered to resolve issues between customers and merchants.

REINA PATRICE S. VASQUEZ

Applicant's Signature