



John Timothy Romero

CUSTOMER SERVICE ASSOCIATE

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Lot 10 Blk 108-A Azucena St. Corner Sampaguita Extension, San Carlos Heights Subdv. Binangonan Rizal

SKILLS

- Critical thinking
- Effective communication
- Ability to work well under pressure
- Computer Literate
- Techsavvy
- Live Chat & Helpdesk Tools
- Ticketing Systems
- Email Support Platforms
- Multitasking
- Attention to Detail
- Adaptability & Flexibility

EDUCATION

PASIG CATHOLIC COLLEGE

- 2007-2011

AMA COMPUTER COLLEGE

- Bachelor of Science in Information Technology (BSIT) UNDERGRAD 2011-2018

REFERENCE

- JHON MICHAEL GARDUQUE
09693151625
- ALLYSA NICOLE GARDUQUE
09399455995

SUMMARY

A committed and results-oriented customer service representative with more than ten years of experience providing outstanding assistance in hectic settings. competent in building strong client relationships, professionally handling complaints, and answering customer questions. renowned for the ability to communicate effectively, their meticulousness, and the dedication to upholding high standards of customer satisfaction.

WORK EXPERIENCE

- Techmahindra Ltd. (March 2015- March 2016) Loyalty Sales Account
- Concentrix (May 2016- November 2016) -Customer Service for Retail Account
- Startek (December 2016- April 2017) Technical Support Representative
- Acquire BPO (April 2017-April 2018) Technical Support for Telsra
- Teletech Eastwood (June 2018-April 2019) Fraud Analyst for eBay Account
- Ebay Virtual Assistant (July 2018- July 2019) Non BPO related work, handles shipment, inventory, product listing presentation of the client(seller) and customer service for buyers.
- Sitel Eton Ortigas (October 2019-February 2020) Capital One CSR (project base)
- Millennium 1 Solutions (February 2020-July 2021) Handled Indigo account retail for Customer Service and Sales./ Healthcare Account Representative
- Intelassist (July 2021-Jan 2022) Technical Support for Electrolux appliances
- VXi (March 2022-June 2022) AT&T Sales/ Customer Service
- TDCX (June 2022-Jan 2024) Airbnb Support Ambassador
- Telexpress (Feb 2024- April 2024) Amazon Bqool seller software support (project base)
- R1 RCM (May 2024-Feb 2025) Healthcare Customer Service for Billing.
- Cleveland Auto Repair (June 2025-Dec 2025) Quality Analyst.
- Extenteam (June 2024-April 2026) Guest Communications at Tailwind/ Short Term Rentals (Airbnb/VRBO/Booking.com)