



John Chris Reputana

CONTACT ME

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EDUCATION

Course Studied

**NATIONAL FEDERATION OF SUGAR
PLANTERS - DATE ENCODER**

2006 - 2008

SKILLS

- CORE SKILLS - Call Handling & Phone Etiquette
- Live Chat Support & Online Engagement Retention & Upselling Strategies
- Call Handling & Phone Etiquette

Technical Skills

- CRM Systems (e.g., Salesforce, Zendesk)
- Dispatch & Tracking Software
- Data Entry & Documentation
- Microsoft Office (Excel, Word, Outlook)
- Basic Reporting & Performance Tracking

Operational Skills

- Dispatch Coordination & Scheduling
- Track & Trace Monitoring
- Logistics Coordination
- Multitasking in Fast-Paced Environments
- Time Management & Organization

Soft Skills

- Strong Communication (Verbal & Written)
- Attention to Detail
- Adaptability & Flexibility
- Team Collaboration
- Patience & Empathy

WORK EXPERIENCE

Customer service representative

2011 -2022

TRANSCOM ASIA / PHILIPPINES

Handled customer billing inquiries, resolved account issues, and processed payments with accuracy. Focused on customer retention by addressing concerns, offering suitable solutions, and maintaining a high level of customer satisfaction. Demonstrated strong communication skills, problem-solving ability, and adherence to company policies while meeting performance targets.

Dispatcher / Track & Trace Specialist

2022 - 2025

YELLOW DIAMOND CONSULTANS

Coordinated daily dispatch operations by assigning loads, scheduling drivers, and ensuring timely pickups and deliveries. Monitored shipments in real time using tracking systems, proactively identifying and resolving delays or route issues. Maintained constant communication with drivers and clients to provide accurate status updates and ensure service reliability. Managed documentation, updated records, and ensured compliance with company and transportation regulations while meeting operational targets.

Chatter / Customer Engagement Specialist

DEC 2025 - FEB 2025

AGARA LIFE

Managed online conversations with subscribers, delivering engaging and personalized responses to build strong customer relationships. Promoted content and services through effective communication strategies to drive sales and increase retention. Handled inquiries, resolved concerns promptly, and maintained a consistent brand voice. Monitored customer behavior and adapted messaging to maximize engagement and overall revenue performance.

Call Handling Specialist

MAR 2025 TO MAY 05- 2025

GOGO GRANDPARENT

Handled inbound and outbound calls, assisting elderly and non-tech-savvy clients with booking and managing transportation and service requests. Provided clear, patient, and professional communication to ensure a smooth customer experience. Coordinated with service providers, verified trip details, and resolved issues in real time. Maintained accurate records, followed call handling protocols, and consistently met quality and performance standards.

REFERENCES

SHANE LIMJOCO

ACCT SENIOR

MANAGER/Yellow diamond

Phone: 0995 057 3167

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Ivan Jamonin

Carrier operator

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