



JEREMY BERDIN

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Customer Retention

TOOLS

- Salesforce
- Dialer
- Microsoft Office
- Microsoft Excel

PERSONAL PROFILE

Highly motivated and experienced **customer service professional** with over two years of experience delivering exceptional customer service and providing leadership to business partners. Proficient in leveraging technology to enhance customer experience, skilled in problem-solving, and adept at multitasking.

WORK EXPERIENCE

SALES & CUSTOMER SERVICE REPRESENTATIVE

TELETECH - TTEC 2021 - 2023

- Provides exceptional customer service / answering queries
- Upselling towards products and services
- Outbound and inbound calls
- Technical support
- Appointment setting
- Billing and payments

CUSTOMER SERVICE REPRESENTATIVE - RETAIL ACCOUNT

IT managers - 2023 - 2024

- Delivered exceptional customer service through phone, email, and live chat, resolving inquiries and complaints promptly.
- Assisted customers with product information, order placement, and tracking, ensuring a seamless shopping experience.
- Handled returns, exchanges, and refunds efficiently, maintaining high customer satisfaction levels.
- Utilized CRM software to log customer interactions, track issues, and ensure timely follow-ups.
- Collaborated with team members to achieve monthly sales targets and improve service quality.

EDUCATION HISTORY

Babag National High School S-Y 2020-2021

- Senior High School