

Jairo Espina Lapingcao

Customer Service Representative

Block 4 Lot 8 Verde Vita Residence , Trece Martires Cavite
09610796780

lapingcaojairo05@gmail.com

Linkedin: <https://www.linkedin.com/in/jairo-espina-lapingcao-72b56318a/>

- **Proven track record of providing exceptional customer service with a focus on accuracy and efficiency**
- **Expert knowledge of customer service principles and practices, as well as specialized product knowledge**
- **Ability to handle challenging customer inquiries while maintaining a professional and courteous demeanor**

Professional Experience

Accenture

September 2020 - July 2023

Disability Customer Service Representative

- Provided exceptional customer service to clients with disabilities, in accordance with company guidelines
- Answered phone calls, emails, and letters from clients with disabilities, providing timely and accurate assistance
- Researched and resolved customer complaints in a timely and efficient manner
- Assisted clients with disabilities in completing applications, forms, and other required documents

Dubai International Airport

August 2018 - March 2020

Aviation Guiding Officer

- Managed daily ground operations activities, including passenger checkin, baggage handling, security, and customer service
- Interfaced with airlines, vendors, and other airport personnel to ensure the highest level of customer service
- Oversaw all ground operations staff, ensuring the timely completion of tasks and quality customer service
- Monitored and ensured compliance with all applicable regulations, policies, and procedures

VXI

February 2015 - August 2018

Customer Service Sales Representative

- Developed strong rapport with customers, resulting in repeat and referral business
- Responded to customer inquiries in a timely and professional manner
- Proactively identified customer needs and provided tailored solutions
- Utilized CRM software to manage and track customer interactions

Interglobe Technologies

August 2011 - January 2015

Reservation Agent

- Answered customer inquiries in a friendly and helpful manner regarding availability, rates, and services
- Processed and confirmed customer reservation requests both in person and over the phone
- Utilized customer service skills to ensure customer satisfaction
- Entered customer information into reservation system

Education

Quezon City Polytechnic University

Key Skills

- | | |
|-------------------------------------|-------------------------------------|
| • Customer Centre Experience | • Scheduling |
| • Data Entry | • Inbound and outbound calls |
| • Administrative Task | • Email and Chat support |