



# IVAN CARLO CORBITA

## Customer Service Specialist

### ABOUT ME

With 10+ years of experience in customer service, I've developed a strong ability to deliver outstanding support while building lasting relationships with clients. I'm driven by a passion for client satisfaction and take pride in ensuring each interaction is handled with care and professionalism. Known for being dependable and service-focused, I strive to understand customer needs deeply and consistently go above and beyond to meet—and exceed—their expectations. I'm always seeking ways to grow and adapt to better serve both clients and the teams I work with.

### WORK EXPERIENCE

#### Acsentria Inc.

##### Sales Representative

- JAN 2013 - SEPT 2014
- Conducted outbound sales calls and successfully closed deals over the phone.
- Sourced and qualified potential leads to build a strong sales pipeline.
- Fostered long-term client relationships through consistent follow-ups and personalized support.
- Met and surpassed monthly sales goals and performance metrics.
- Delivered detailed product information to help customers make informed purchasing decisions.

#### IQOR Philippines

##### Customer Service Representative

- JULY 2015 - AUG 2016
- Provided prompt and effective responses to customer inquiries and support needs.
- Thrived in a high-volume, fast-paced call center environment while maintaining quality service.
- Accurately handled order processing and transaction management to ensure smooth customer experiences.

#### Sitel Group

##### Customer Service Representative / Resolution Specialist

- SEPT 2016 - DEC 2017
- Responded to customer questions and efficiently resolved service-related concerns.
- Partnered with team leaders to find effective solutions for client challenges.
- Provided support to a team of 20+ customer service agents, fostering a collaborative work environment.
- Assisted in onboarding and training new hires to ensure a smooth transition and maintain service quality.

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📍 Davao City, Philippines

### EDUCATION

#### Diploma in Fashion Technology

Philippine Womens College of Davao

2020 - 2024

#### BSBA - Major in Marketing

Holy Cross of Davao College

2011 - 2013

### SKILLS

- As a Customer Service Specialist, I'm skilled at managing support for international clients with efficiency and professionalism. My ability to communicate clearly, multitask under pressure, and resolve issues calmly allows me to provide empathetic and precise assistance. With a solid grasp of products and services, I can confidently address customer concerns. I perform well in high-demand settings and work closely with my team to consistently deliver outstanding service.

## WORK EXPERIENCE

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### **Awesome OS**

#### *Customer Service Representative / Social Relation Specialist*

- JUNE 2018 - JULY 2022
- Delivered support via phone and email, assisting customers with questions, concerns, and issue resolution.
- Helped uphold a strong and positive brand image through clear, empathetic communication and efficient problem-solving.
- Actively monitored social media platforms to engage with customers and respond to feedback in real time.
- Worked closely with internal teams to enhance the overall customer experience and streamline support processes.

### **Full Potential Solutions**

#### *Customer Engagement Specialist*

- AUGUST 2022 - JULY 2023
- Handled inbound and outbound communication, delivering timely and effective support to customer inquiries and concerns.
- Provided fast, accurate resolutions while maintaining excellent service standards.
- Juggled multiple tasks simultaneously—supporting customers, managing issues, and ensuring smooth operations.
- Proactively looked for ways to boost customer satisfaction and build long-term engagement.
- Maintained a courteous and professional tone across all customer interactions to promote trust and loyalty.

### **Diet vs. Disease Mint Nutrition LLC**

#### *Lead Generation Specialist*

- AUGUST 2023 - FEBRUARY 2024
- Utilizing various channels such as email and other social media channels to generate leads
- Collaborating with dietitians and sales teams to optimize lead-generation efforts
- Conducting outreach and follow-up activities to engage leads
- Identifying and attending relevant events or conferences for lead-generation opportunities

### **Podcast Virtuoso**

#### *Podcast Booking Agent*

- JANUARY 2024 - JUNE 2024
- Research podcasts that align with client goals, audience, and niche
- Pitch clients to podcast hosts using personalized and persuasive outreach
- Secure podcast guest spots for clients on relevant shows
- Coordinate schedules between hosts and clients.
- Write customized pitch emails tailored to each show's theme and audience

### **SmartScale360**

#### *Care Coordinator*

- JULY 2024 - FEBRUARY 2025
- Ensure seamless coordination between clients, caregivers, and agency staff while maintaining excellent communication and operational efficiency
- Monitor and ensure the continuity of care by proactively addressing scheduling changes.
- Maintain accurate records of client care plans, schedules, and shift changes.
- Conduct regular check-ins with clients and caregivers to assess satisfaction and address concerns.