



RODNEY CARBONQUILLO

Skilled and results-driven professional with 3+ years in the BPO industry and nearly 2 years in process improvement and risk reduction from the previous job. Experienced in optimizing operations, reducing risks, and leading teams. Committed to driving long-term value and supporting organizational growth.

EXPERIENCE

PROCESS IMPROVEMENT SPECIALIST & RISK REDUCTION AGENT

Homeaglow

December 2023 - June 2025

- Assisting customer's general inquiry and bill explanation
- Assessing dispute likelihood of customers and providing offers to retain their service

TECHNICAL SUPPORT (SECURITY MANAGEMENT GAMING ACCOUNT)

TaskUs

May 2022 - November 2023

- Maintaining Account Security, conducting review and investigation on hijacked accounts, restoring and removing access.
- User Authentication – performs account changes via ticket help request once ownership was verified.
- Enrolled at Team Leader Preparatory Academy.
- Participated in training new team members, contributing to their successful integration into the team.

CUSTOMER SERVICE REPRESENTATIVE

Quantrics Enterprise

February 2021 - March 2022

- Billing Explanation to Customers.
- Adjusting packages that will fit to the customer's budget.
- Technical Support.
- Upselling services/programs to customers.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Concentrix

August 2020 - January 2021

- Managed inbound customer inquiries, providing assistance, resolving issues, and ensuring customer satisfaction.
- Troubleshooting Hardware issues.



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9F Basalt St. Parang, Marikina City

SKILLS

- Administrative Tasks
- Problem-Solving
- Computer Literacy
- Proficient in Google Workspace (Docs, Sheets, Slides, Drive, etc.)
- Online Conversational Skills
- Leadership
- Video Editing
- Photography

EDUCATION

UPPER SECONDARY SCHOOL

Eugenio Lopez Jr. Center for Media Arts Senior Highschool

2018 - 2020

PURSUED BACHELOR OF SCIENCE IN CRIMINOLOGY

Pamantasan Lungsod ng Marikina

2022 - 2023

LANGUAGE

ENGLISH

- Fluent in English (Written and Spoken)

SPANISH

- Currently studying Spanish lessons in E-spañol