

RUBIELYN LUGAY

CONTACT

✉ arrizzamarie13@gmail.com

🏠 B1 L2 Sagrada Pamilya Better Living Paranaque

☎ 09565168275

SUMMARY

Dynamic and dedicated professional with extensive experience in customer service and sales roles, adept at enhancing customer satisfaction and driving product sales. Proven ability to manage customer interactions effectively through various platforms, including CRM tools, Slack, and Zendesk. Proficient in MS Outlook, Excel, and Word, applying technology to streamline processes and improve team collaboration. As a High School Graduate, committed to continuous learning and development in the field, poised to contribute positively to team objectives and organizational success.

OBJECTIVE

Dedicated Customer Service Representative with extensive experience in delivering exceptional support and solutions to customers. Eager to leverage strong communication skills and problem-solving abilities to enhance customer satisfaction and contribute to a collaborative team environment in a dynamic organization.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Results Manila, Pasig City | Feb 2011 – Feb 2013

Managed customer inquiries via phone, email, and chat, ensuring timely and effective resolution of issues. Provided product information and support, maintained accurate records of interactions, and collaborated with team members to enhance service delivery. Demonstrated strong communication skills and a commitment to customer satisfaction.

SALES REPRESENTATIVE

Inspiro Relia, Makati City | Dec 2019 – May 2022

Managed customer relationships by providing exceptional service and support, resulting in increased customer satisfaction. Conducted market research to identify new business opportunities and generated leads through strategic outreach. Collaborated with cross-functional teams to drive sales initiatives and achieve monthly targets.

CUSTOMER SERVICE REPRESENTATIVE

Tata Consultancy Services, Taguig City | May 2022 – March 2024

Provided exceptional customer service by addressing inquiries and resolving issues promptly. Managed customer accounts, processed orders, and maintained accurate records. Collaborated with team members to enhance service delivery and ensure customer satisfaction, while adhering to company policies and procedures.

CUSTOMER AND SALES REPRESENTATIVE

Peak Outsourcing, Makati City | Aug 2024 – May 2025

Managed customer interactions by addressing inquiries and providing product information, ensuring a high level of satisfaction. Collaborated with sales teams to identify opportunities, drive product promotions, and achieve sales targets. Maintained accurate records of customer transactions and feedback to enhance service quality.

EDUCATION

HIGH SCHOOL GRADUATE

Paranaque National High School, Paranaque City | 1998 – 2002

SKILLS

Ms Outlook , CRM tools ,slacks, zendesk ,exel and word .

LANGUAGES

Filipino and English

REFERENCES

GIAN PAULO ARANDA , Co worker

Customer Service Representative , Makati City | 09303634275