

HELLO!

I'm Martin John

Customer Support Specialist | Administrative
Services | Creatives | Video Editor
Telemarketing



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Block 8 Lot 14 Valle Pio Subdivision Phase 2
San Pablo Nayon, Sto. Tomas Batangas



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Profile Links:



RELEVANT EXPERIENCES:

CUSTOMER SUPPORT REPRESENTATIVE | CSR II

TTEC · Full-time
Pasay, 1700 Metro Manila
Dec 16, 2021 - May 01, 2023



- Successfully resolved customers concern via B2B & B2C issues, with a total of 7,000+ cases solved via Salesforce CRM.
- Maintained an outstanding overall CSAT score of 93.5% based on quality assurance (Q&A) assessments, showcasing a commitment to delivering exceptional customer service and consistently meeting high standards.
- I consistently provided top-notch customer assistance and troubleshooting by adopting a customer-centric approach. This contributed to our cluster's reputation as one of the top performers.

NON LIVE - L2TECH SUPPORT REPRESENTATIVE

DoorDash · Full-time
San Francisco, California, United States · Remote
May 4, 2022 - May 01, 2023



As a Customer Support Representative at TTEC I had the fantastic opportunity to work in collaboration with Doordash.

A leading company in the food delivery industry.

- Transitioned to a more specialized role, focusing on system wide outages and app issue resolution and technical support to Doordash customers.
- I consistently met or exceeded performance metrics, demonstrating my ability to handle a high volume of cases while maintaining a high level of customer satisfaction of 93% overall score.
- Collaborated with cross-functional Tier 1 & Tier 2 teams to identify and implement process improvements, contributing to a seamless and user-friendly app experience.



SKILLS & QUALIFICATIONS:

PRODUCTIVITY TOOLS:

Well-versed in Microsoft Office & Data Management

- Microsoft 365, Google Workspace, Notion

Good Artistic Sense with Photo and Video Editing tools:

- Adobe Photoshop
- Adobe Express
- Canva
- Filmora X | Premiere Pro



PERSONAL SKILLS:

- Excellent written and verbal communication
- Highly organized and efficient
- Ability to work independently or as part of a team
- Proven leadership skills and ability to motivate
- Gives attention to detail
- Great at adaptability

CHAT SUPPORT REPRESENTATIVE FOR LAZADA & SHOPEE

Algorhythm Call Center Services · Full Time
74 Lopez Ave. LB Square Grove Los Banos
Jan 01, 2021 - April 01, 2021

- Successfully managed a high-volume workload as a chat support agent, efficiently navigating between Lazada and Shopee platforms, handling simultaneous chats from two different e-commerce platforms.
- Demonstrated exceptional problem-solving skills by resolving an average of 30 to 65 chats per shift during peak periods, ensuring prompt and satisfactory resolutions for customers.
- During promotional periods lasting up to a week, effectively handled and resolved a total of 120 - 200 chats, maintaining a high level of customer satisfaction and meeting service level targets.





CREATIVES | CONTENT WRITER | ARTICLE BLOGPOST | SEO SPECIALIST

UPWORK · Seasonal Freelancer
September 2018 – Present

- Provided constant communication with the client to make sure that the format aligns with their style and preference based on the Niche and theme.
- Performed Visual edits on social media accounts, and ghostwriting in articles requested by the client and required for their niche or for application purposes.

IT STAFF - LITECH SUPPORT

*Rand Computer Center · Full Time
Vega Arcade. Los Baños Laguna*

May 26, 2019 – Dec 25, 2020

- Proactively addressed server issues and conducted server maintenance, ensuring smooth operations and client satisfaction.
- Skillfully managed and accommodated a high volume of customers, seamlessly transitioning between shifts and efficiently serving 30 to 60 clients during peak periods and handled a total of 85 customers when fully booked.
- Generated comprehensive sales reports and expertly maintained and optimized PCs and servers using VMware.



SALES DEMO | CONCESSIONAIRE

*TOYS R US · Full Time
Nuvali, Sta. Rosa, Laguna*

Nov 09 - Dec 31, 2017

*TOYS R US · Full Time
Serin Mall Tagaytay*

Jan 01 – April 25, 2018

- Demonstrated exceptional sales skills by reaching the sales quota within just one week of the one-month sales target, consistently performing as one of the top sales performers.
- Recognized as a top sales performer, earning the company's trust to handle sales targets at different branches and being considered for relocation to support struggling branches achieving sales goals.
- Maintained accurate sales reports and efficiently managed parts and maintenance for Toys and Toddler products, contributing to overall business success.

KITCHEN CREW | FRY STATION

*JOLLIBEE STA. CRUZ – · Full Time
Sta. Cruz Laguna*

Jan 28, 2016 – Jul 07, 2016

- Worked as a Jollibee Food Service Crew Member, following GOLD STANDARDS procedures to ensure fast and efficient service.
- Gained six months of relevant experience in delivering "Crispylicious-Juicylicious Chicken Joy."
- Practiced the CAYGO (Clean As You Go) principle to maintain a clean and organized work environment.



FAILURE ANALYSIS SUPPORT - 5S

*ON Semiconductors · Full Time
Governor's Dr, Maduya, Carmona, 4116
Cavite, Philippines*

June 02, 2021 – Dec 12, 2021

- Provided essential support as a Failure Analysis Analyst, specializing in the analysis of technical problems and concerns related to Integrated Circuits.
- Collaborated effectively with engineers and co-workers to ensure efficient operations and timely resolution of client issues.
- Conducted comprehensive laboratory checks and performed other assigned duties to assist in the smooth functioning of operations.



CUSTOMER SALES ASSOCIATE | CREATIVES STAFF | VIDEO EDITOR

*MINESKI INFINITY – CALAMBA & Los Baños
Laguna · Full Time*

Calamba Laguna - Los Baños, Laguna

Jan 21, 2019 – May 21, 2019

- Directly engaged with clients, providing exceptional sales support while offering creative solutions.
- Actively participated in live events as part of the creatives team, contributing to the development of marketing materials.
- Conducted inventory checks and fulfilled various additional responsibilities and generated sales reports and maintained PCs and servers to ensure optimal performance.
- 1 MAN team. (Literally 18+ Hours Daily)



GRAPHIC DESIGNER | EXECUTIVE ASSISTANT

*BAMAREI'S GENERAL MERCHANDISE · Full Time
Bangkusay, Paete, Laguna*

Aug 01, 2016 - Aug 01, 2017

- Created forms, ID cards, uniforms, and signage, ensuring consistent branding and professional appearance.
- Prepared and sent quotations to customers, effectively communicating pricing and product information.
- Conducted employee training sessions to enhance their skills and knowledge.

SALES CLERK | ADMINISTRATIVE STAFF

BAMAREI'S GENERAL MERCHANDISE · Part Time
May 30, 2012 – Dec 31, 2015.

- Provided invoices and official receipts to customers, ensuring accurate and timely transactions.
- Gained one year of relevant experience managing, working directly with customers, handling a wide range of gadgets, products, silverware, and printing services.
- Took responsibility for designing logos, branding materials, flyers, and layout designs.

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LANGUAGES:



Tagalog



English



Nihongo



コアコンピテンシー

CORE COMPETENCIES:

- Attention to Detail (95%)
- Telemarketing (90%)
- Interpersonal Skills (87%)
- Customer Service (89%)
- Video Editing (79%)
- Adaptability (94%)



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EDUCATION BACKGROUND:

Tertiary

Bachelor of Science in
Information Technology
STI College
Sta. Cruz Laguna
2015 - 2016

Secondary

Highschool Diploma
Colegio del Santisimo
Rosario
Libmanan Cam. Sur
2008 - 2011



認定 | トレーニング

CERTIFICATIONS | TRAININGS

Literacy Training Service (LTS)

Component of the
National Service
Training Program
2011 - 2012

The Reserve Officers' Training Corps (ROTC)

Component of the
National Service
Training Program
2012 - 2013

Focus. Click. Capture: Growing Up Photographically

ADEM Even Center
Sta. Cruz Laguna
2015

Ethical Hacking

7th Information Technology Innovations
Congress
Tanghalang Pasigueño, Pasig City
2016



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CHARACTER REFERENCES:

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Ms. Rich Elle Macaraig

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わたしについて

about ME

With my broad linguistic skills, bilingual in Nihongo (Beginner), native in Tagalog, and fluent in English, I bring a diverse perspective to any task I undertake.

I am well-versed in *Microsoft Office* applications and data encoding, as well as various photo editing tools such as Adobe Photoshop, and Canva, and have 5 years of experience in the Creative field using Filmora & Premiere Pro for Video Editing.

My strong written and verbal communication skills, combined with my efficiency and organization, make me an excellent candidate for various *direct customer service* roles be it as Customer Support or Tech-Support, Creatives, Telemarketing and Sales, and Technical Roles such as Proofreader and Editor.

With my Motivation, Energy, and Willingness to learn. I have demonstrated my *adaptability* through various awards and certifications.

