

LIWLIWA RAMOS

CONTACT INFORMATION

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SPECIALIZATIONS

- Customer Service Excellence
- Translation in Iloko and Tagalog language
- Proofreading
- Data Entry and Database Administration
- Phone and chat support
- Teaching

WORK EXPERIENCE

Bible teacher, translator proofreader

April 26,2010 to present

- Teach Iloko, Tagalog, and English language to all age
- Translating publication from English to Tagalog and Iloko
- Making presentation script for Iloko language
- Proofreading scripts

Amazon Customer Service

CONCENTRIX COMPANY
JUNE 16, 2016 TO APRIL 18 2017

- Customer Service Representative
- In charge in providing providing product queries, Resolving customer's account problem.
- Filing ticket for disputes

PayPal account specialist

VXI GLOBAL SOLUTION INC
NOVEMBER 7 2019 TO DECEMBER 31,2021

- Resolve customer's account concern
- Troubleshoot account
- File trace ticket for refund and withdrawal issue.
- File dispute and adjudicate cases.
- Putting and removing account limitation
- Handling customer service through phone and chat support

