



Rheana Mae Magallanes

ADMIN ASSISTANT | CUSTOMER SERVICE | OFFICE SUPPORT

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With over 18 years of experience in the call center and BPO industry, I bring a wealth of knowledge and a proven track record in customer service, quality assurance, technical support, training, and sales. My career has equipped me with the adaptability and work ethic needed to thrive in dynamic environments, and I am now excited to explore new opportunities where I can apply my expertise and contribute to a team's success.

Throughout my career, I've handled a range of responsibilities from providing frontline technical support and managing customer inquiries, to mentoring new hires as a technical trainer and ensuring quality standards as a QA analyst. My ability to work with both customers and internal teams has helped streamline processes, improve service delivery, and build lasting client relationships. I am also proficient in various tools and platforms commonly used in remote and support roles.

What sets me apart is my strong communication skills, attention to detail, and commitment to delivering exceptional results. Whether I am working independently or collaborating with others, I take pride in maintaining a high standard of professionalism and efficiency in every task I handle. I am eager to bring this same level of dedication and experience to your organization. Thank you for considering my application. I would welcome the opportunity to further discuss how I can support your team and contribute to your goals.

Sincerely,

Rheana Magallanes