



RENZ

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE (FOOD DELIVERY/APP SUPPORT)

Foundever – GrabHub Campaign | July 2025 – December 2025 (6 Months)

- Provided multi-channel customer support (chat, email, phone) by resolving order issues, processing refunds and credits, assisting restaurant partners and delivery drivers, documenting cases in CRM systems, and delivering accurate information on app features, menus, and promotions.

ADMINISTRATIVE AIDE (FINANCE TEAM SUPPORT)

Municipality of Araceli | May 2020 – November 2020 (7 Months)

- Delivered general administrative and clerical support by handling calls and emails, preparing and maintaining records, scheduling appointments, managing office supplies, performing data entry, and assisting with report preparation for the finance team.

SKILLS/AREAS OF EXPERTISE

- Customer Support (Chat, Email, Phone)
- Complaint Handling
- Refund & Credit Processing
- Escalation Handling
- Order Issue Resolution
- Case Tracking & Documentation
- Administrative Support
- Document Preparation & Filing
- Records Management
- Calendar & Appointment Scheduling
- Data Entry
- Report Preparation
- Communication Skills
- Customer-Focused Service

TECHNOLOGY

- Zendesk
- GrabHub Internal Support Tools
- Google Workspace
- Microsoft Office 365
- Zoom

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